

IKEA kitchen

Appliances, sinks, taps, worktops, frames, doors, drawer fronts and fixed internal components.

Free
25
Year
Guarantee

Free
10
Year
Guarantee

Free
5
Year
Guarantee



Everyday life at home puts high demands on a kitchen, which is why we test our kitchens thoroughly to ensure that they can take being exposed to heavy weights, high temperatures and everyday use.

We offer you a free 25-year guarantee that covers defects in the material and workmanship on the METOD kitchen system. All kitchen mixer taps have a free 10-year guarantee and all IKEA appliances have a free 5-year guarantee (except for LAGAN and TILLREDA for which we offer a free 2-year guarantee).

This guarantee is valid for domestic kitchen use and is subject to the terms and conditions stated in this booklet.



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Kitchen drawers, cabinets, doors and drawer fronts, worktops and sinks

Free
25
Year
Guarantee

How long is the guarantee valid?

For METOD kitchen system we offer a free 25-year guarantee.

What is covered under this guarantee?

This guarantee applies to domestic use only and covers defects in material and workmanship in the METOD kitchen system.

This guarantee covers all the following parts of the METOD kitchen system:

- Cabinet frames (except for TORNVIKEN and VADHOLMA)
- Doors and drawer fronts
- UTRUSTA hinges
- MAXIMERA fully-extending drawers
- UTRUSTA shelves of tempered glass and melamine
- Legs and plinths
- Cover panels
- Deco strips/mouldings
- Worktops (except for LILLTRÄSK)
- Sinks (except FYNDIG sinks)
- UTRUSTA dish drainers for wall cabinet
- VÅGLIG connecting rails
- UTRUSTA supporting frame for waste

Free
10
Year
Guarantee

How long is the guarantee valid?

For FÖRVARA drawers, UTRUSTA wire baskets, TUTEMO and HÖRDA open cabinet we offer a free 10-year guarantee.

What is covered under this guarantee?

This guarantee applies to domestic use only and covers defects in material and workmanship.



How long is the guarantee valid?

For UTRUSTA electric push-opener (for use with the waste sorting drawer) we offer a free 5-year guarantee.

What is covered under this guarantee?

This guarantee applies to domestic use only and covers defects in material and workmanship in the UTRUSTA electric push-opener.

Conditions for the guarantees

These guarantees are valid from the date of purchase, or delivery date if later. The original purchase receipt, or email confirmation is required as proof of purchase.

Products not covered under the guarantees

Knobs, handles, KNOXHULT kitchen, FYNDIG sink, LILLTRÄSK worktop and SUNNERSTA mini kitchen.

What will IKEA do to correct the problem?

IKEA will examine the product and decide, at its sole discretion, if it is covered under these guarantees. If considered covered, IKEA through its own service operations, will then, at its sole discretion, repair the defective product or replace it with the same or a comparable product. If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement within the same style and price range. It is IKEA that determines, at its sole discretion, what constitutes an appropriate replacement. An appropriate replacement constitutes a product of the same type and in the same price range as the original. If you prefer to upgrade to a product of a higher specification you may request this but IKEA will then charge you the difference between the price of the like-for-like replacement and the requested replacement product.

Exclusions

These guarantees do not apply to products that have been stored or assembled incorrectly, used inappropriately, abused, misused, altered, or cleaned with incorrect cleaning methods or products. These guarantees do not cover normal wear and tear, cuts or scratches, or damage caused by impacts, accidents or waterborne debris.

These guarantees do not apply if the products have been used for public use, outdoors or in a corrosive environment. They also do not cover accidental damage.

After Sales service

In order to offer functional products that meet your needs and expectations we renew our product range every year. For this reason, we cannot guarantee that products and prices will be valid beyond the catalogue period of one year. We provide a 2-year After Sales service for your IKEA kitchen doors and drawer fronts. This means that you can complement your kitchen with doors, drawer fronts, plinths, deco strips, mouldings and cover panels, as long as stocks last, up to two years after these products have been discontinued from the range. You can rely on the fact that we will always do all we can to make sure you are satisfied with your kitchen from IKEA.

Assembly and Care instructions

To be able to rely on these guarantees you need to follow the specific care instructions for every product. You will find all assembly and care instructions at [IKEA.com](https://www.ikea.com)

General legal rights

These guarantees give you specific legal rights and are provided to you in addition to the rights given to you by law. They do not in any way affect the rights given to you by law. Items excluded from these guarantees 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) see page 15 for QR codes.

Kitchen mixer taps



How long is the guarantee valid?

The 10-year guarantee is valid for all kitchen mixer taps at IKEA.

What is covered under this guarantee?

This guarantee covers defects in materials and workmanship. This guarantee applies to taps put to domestic use only. Our kitchen mixer taps are tested well beyond all relevant international standards and we use only high quality components to secure our 10-year guarantee promise.

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, repair the defective product or replace it with the same or a comparable product. If the item is no longer sold by IKEA, IKEA will provide an appropriate replacement within the same style and price range. It is IKEA that determines, at its sole discretion, what constitutes an appropriate replacement. An appropriate replacement constitutes a product of the same type and in the same price range as the original. If you prefer to upgrade to a product of a higher specification you may request this but IKEA will then charge you the difference between the price of the like-for-like replacement and the requested replacement product.

Conditions for the guarantee

This guarantee is valid from the date of purchase, or delivery date if later. The original purchase receipt, or email confirmation is required as proof of purchase.

Exclusions

This guarantee does not apply to products that have been stored or assembled incorrectly, used inappropriately, abused, misused, altered, or cleaned using incorrect cleaning methods or cleaning products. This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents, or waterborne debris. It also does not apply to the filter/aerator which should be cleaned regularly or replaced when worn out.

This guarantee does not apply if products have been placed outdoors or in a humid environment or if the products have been used for non-domestic purposes (unless otherwise stated).

Certification

Certain countries have introduced statutory requirements for the approval and certification of kitchen mixer taps. Our mixer taps have been approved and certified to meet the relevant demands in every market. The certificate number is stated on the assembly instructions that are supplied in the mixer tap packaging.

Care instructions

To be able to rely on this guarantee, you must follow the specific care instructions for every product. You will find all care instructions at [IKEA.com](https://www.ikea.com)

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Appliances



How long is the guarantee valid?

This guarantee is valid for 5-years for an IKEA appliance from IKEA. LAGAN and TILLREDA appliances have a 2-year guarantee. If service work is carried out under guarantee, this will not extend the guarantee period for the appliance, or for the new parts.

What is covered under this guarantee?

This guarantee covers faults in the appliance, which have been caused by faulty construction or material faults from the date of purchase from IKEA or delivery by IKEA if later. This guarantee applies to domestic use only. The exceptions are specified under the heading "What is not covered under this guarantee?" Within the guarantee period, the costs of remedying the fault, e.g. repairs, parts, labour and travel for the IKEA engineer or service provider, will be covered, provided that the appliance is accessible for repair without special expenditure. Under these conditions the EU guidelines (Nr. 99/44/EG) and the respective local regulations are applicable. Replaced parts become the property of IKEA.

Which appliances are covered under this guarantee?

The 5-year guarantee is valid for all IKEA appliances, except for LAGAN and TILLREDA appliances, which have a 2-year guarantee.

Conditions for the guarantee

These guarantees are valid from the date of purchase or delivery date if later. The original purchase receipt, or email confirmation is required as proof of purchase.

What will IKEA do to correct the problem?

The designated service company will examine the product and decide,

at its sole discretion, if it is covered under this guarantee.

If considered covered, the designated service company 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.

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. If the designated service company repairs or replaces the appliance under the terms of this guarantee, the designated service company will re-install the repaired appliance or install the replacement, if necessary. The operation is covered if the product is easily accessible for repair. If the product is installed in a non standard built-in solution the product must be accessible before the service visit.

Who will execute the service?

The IKEA service provider will provide the service through its own service operations or authorised service partner network.

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 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 damage

can be proved to be due to 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 authorised service contractual partner or where non original parts have been used • Appliance installed in a non-domestic environment, e.g. professional use • Transportation damage. In the case of IKEA delivery of the product to your home address, eventual damage to the product that occurs during this delivery will be covered by IKEA (but not under this guarantee). For claims under this last particular condition, the customer should contact IKEA Customer Service at IKEA.com • Cost for carrying out the initial installation of the IKEA appliance. These restrictions do not apply to work carried out by a qualified specialist using our original parts in order to adapt the appliance to the technical safety specifications of another EU country.

Care instructions

All appliances are designed for domestic/home use only.

To ensure maximum performance, read and follow the instructions for use that accompany your new appliance. It is also important to follow the health and safety instructions, which, for instance, recommend that there are always 2 people to carry/move heavy appliances.

Be sure there is a socket outlet near the appliance. Never use an extension cord.

We strongly recommend that you ensure correct and safe installation by hiring a professional plumber and/or electrician whenever relevant. If problems should arise due to incorrect installation, the guarantees will not apply.

Respect the environment by disposing of the packaging properly. Keep packaging such as large plastic bags out of the reach of children. Always keep your appliances clean. Use only those cleaning products recommended in the instructions for use. For example, never use abrasive scouring pads as they may scratch or damage surfaces. Be sure to use products intended for use with your appliances. For exam-

ple, be sure to use micro wave safe porcelain, oven-safe dishes, freezer-safe food savers and pots and pans made of a suitable material. Read more in the instructions for use that come with the products.

OVENS: • Must be installed by a professional. • Before you use the oven for the first time, follow instructions to eliminate any odour and remove stickers, etc. • For ordinary cleaning, use water and a mild detergent. Avoid abrasive cleaning products. • Do not hang tea-towels on the oven handle while the oven is in use.

HOBBS: • Must be installed by a professional. • Use only non-abrasive cleaning products. Avoid scouring powder, steel wool, hard or sharp objects that can scratch the surface. • To improve child safety, consider complementing with a hob guard. • Gas hobs produce heat and humidity, so you should install a hood and ventilate the kitchen well. • For both gas and electric hobs: save energy by using pots and pans with a base diameter equal to, or slightly larger than, the diameter of the burner. • If you are using LPG bottled gas, there might be a need to replace the gas injectors with the LPG gas kit. Please see the instructions for use that come with the product for more information. • For gas hobs: fit the rubber seal properly. It prevents water leakage, which may damage the worktop. • For induction hobs: use only pots and pans with a magnetic base for induction cooking. Although the surface will cool quickly once a pan is removed, there may be residual heat left. • For glass ceramic hobs: use only pots and pans with a flat base. • For glass ceramic hobs: always remove spills from sugar / milk / rice or pasta water, because they may cause opaque or matt stains on the surface.

HOODS: • Install the hood in the way that suits your kitchen; either recirculating or extracting. • Using extension tubes and flues reduces the hood's performance. The maximum length of a duct should not exceed 3m. • Always observe the minimum safety distance between hob and hood, as indicated on the fitting instructions. This distance varies depending on country and hob type. • Change carbon filters every 3 months and clean metal grease filters regularly to optimise performance. • Failure to remove oil/grease from the surfaces of the hood (at least once a month) could cause a fire. Therefore, it is impor-

tant to clean the hood regularly.

MICROWAVE OVENS: • Do not put metal of any kind inside the oven. • Use only those materials approved for microwave cooking. • Be sure the ventilation vents are unobstructed. • Do not remove or block the turntable when cooking in a microwave.

DISHWASHERS: • Hire a professional to install the water and electricity. • Set the correct level of water hardness (pH-value) • Use the right type of detergent. • For best results, make sure there is enough rinse aid and salt and that they are placed in the correct dispensers. • Empty and clean the filter regularly. • Always load sharp items, such as knives, pointing downwards in the removable cutlery basket for safety reasons. Don't load these in the dish compartment to avoid damaging the dishwasher.

FRIDGE/FREEZERS: • If you have purchased a freestanding fridge/freezer, be sure to place it where there is sufficient air ventilation around it. A freestanding unit must never be placed inside kitchen cabinets because this obstructs air ventilation and may cause the product not to work properly and damage it. • If you are installing a built-in fridge or freezer, fit a ventilation grid at the front of the plinth and keep this unblocked/uncovered. • Keep the condensation drainage hole at the back of the fridge clean and free of blockages to enable the frost-free system to work. • Make sure food has cooled down first before placing it in the fridge or freezer. Hot food causes excessive condensation and ice to build up in the freezer, resulting in reduced performance. • Avoid using sharp tools to defrost your freezer – they can damage the internal plastic lining.

BUILT-IN AND FREE STANDING WASHING MACHINES: • A qualified and accredited person must do the electrical and the plumbing installation. • Before maintenance, switch off the appliance and disconnect the mains plug from the mains socket. • Clean the exterior cabinet of the appliance with soap and water only, and then dry thoroughly. •

The washing powder and additive dispenser drawer should be cleaned regularly. Inspect the pump regularly and particularly if:

- the appliance does not empty and/or spin
- the appliance makes an unusual noise during draining due to objects such as safety pins, coins etc. blocking the pump.
- Never remove the pump cover during a wash cycle. Always wait until the appliance has drained out the water. If you have selected an high temperature washing programme please wait until the water has cooled down.
- Ensure that the pump cover is securely retightened to prevent any leaks.

General legal rights

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Area of validity

For appliances which are purchased in one EU country and taken to another EU country, the services will be provided in the framework of the guarantee conditions normal in the new country.

An obligation to carry out services in the framework of the guarantee exists only if the appliance complies and is installed in accordance with:

- the technical specifications of the country where the guarantee claim is made.
- the assembly and installation instructions and safety information that come with the appliance.

How to reach us if you need advice before buying

If you have any questions about our appliances, please contact IKEA Customer Service at IKEA.com

How to reach us if you need service support after buying

Please ring the number given in the documentation that comes with the product. To make sure that we can give you the best assistance, please read the Instructions for Use carefully before contacting us. Please also have the IKEA article number for your appliance at hand before calling us. You'll find this 8 digit number on your receipt as well as on the rating plate of the appliance.

How to reach us if you need assistance

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

