

Kitchen



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 25-year guarantee that covers defects in the material and workmanship on the METOD kitchen system and the VÄRDE freestanding kitchen series. All kitchen mixer taps (except the LAGAN kitchen tap) have a 10-year guarantee and all appliances (except LAGAN appliances) have a 5 year guarantee (see separate brochures).

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





How long is the guarantee valid?

The guarantee for the METOD kitchen system and the VÄRDE freestanding kitchen series remains in force for twenty-five (25) years and is valid from the date of purchase. The original purchase receipt is required as proof of purchase. Kitchen mixer taps and IKEA appliances are covered by their own guarantees found in separate folders.

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 and the VÄRDE freestanding kitchen series. This guarantee is to the benefit of the original purchaser of the product it is not transferable.

METHOD kitchen system

What is covered under this guarantee?

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

- Cabinet frames (except for TUTEMO and HÖRDA)
- Doors and drawer fronts
- UTRUSTA hinges
- MAXIMERA fully-extending drawers
- UTRUSTA shelves of tempered glass and melamine
- Legs and plinth
- Cover panels
- Deco strips/mouldings
- Benchtops that are at least 2.8 cm thick (except for FYNDIG)
- Sinks. Except FYNDIG sinks.
- UTRUSTA dish drainers for wall cabinet
- VÅGLIG connecting rail
- UTRUSTA supporting frame for waste
- PERSONLIG stone benchtops

Products not covered under this guarantee

Knobs, handles, FYNDIG benchtops, wall panels & glass splashbacks, free standing kitchen islands and trolleys not composed of METHOD cabinets

FÖRVARA drawers, UTRUSTA wire baskets, TUTEMO and HÖRDA open cabinets have a 10-year guarantee.

Freestanding kitchens

What is covered under this guarantee?

This guarantee covers defects in material and workmanship on all the parts in the VÄRDE freestanding kitchen series.

Products/parts not covered under this guarantee

VÄRDE knobs and handles, appliances, mixer taps, shelves and wall shelves in solid wood are not covered by the guarantee.

FYNDIG kitchen system

The FYNDIG kitchen system is not covered by this guarantee.

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.

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.

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.

What is not covered under this guarantee?

This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents.

Follow our assembly instructions, installation 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 in non-domestic situations, outdoors or in a corrosive environment.

Care instructions

Cabinet frames, fronts, shelves and drawers

At IKEA we recommend using a soft cloth dampened with water or a mild cleaner, if necessary, for cleaning your cabinet frames, fronts, shelves and other wooden surfaces. Use only cleaning agents that are intended for the materials you have. Avoid any agents that contain ammonia, alcohol, bleach or an abrasive. Rinse with clean water, then dry with a clean, dry cloth. If you happen to spill, do not allow the liquid to stay in contact with the surface, wipe off immediately. Don't forget to wipe under the base cabinets and the edges of the cabinet doors.

Don't place e.g. the coffee maker or electric kettle so the steam flows up against the underside of the cabinet frame and doors. And don't open the door of the dishwasher immediately after the programme has ended. Exposure to heat and the high humidity increases the risk that the benchtop or door may absorb moisture and swell.

Wood is a natural material and its colour may change with time. Light, lacquered surfaces also have a certain

Stainless steel sinks

After each use, wipe the sink clean with a cloth or sponge dampened in water or a non-abrasive detergent, if necessary. Rinse the bowl with water and then wipe the sink with a dry cloth to avoid lime stains from dried-up water. You should also wipe up washing-up detergent or cleaner to avoid stains. Do not use scouring-powder, steel wool, hard or sharp tools which can scratch the stainless steel surface. The damp surface can be discoloured if substances containing iron, such as steel wool, nails or gravel, are allowed to remain on it. Discolouration is caused by the foreign material. Always wipe and rub the sink lengthwise when cleaning.

Laminated, solid wood, stone and acrylic worktops

Do not open the sealed packaging until you are ready to install the benchtop. Store unopened benchtops at normal room temperature (approx. 20-23°C) and relative humidity (45-55%). Avoid placing the benchtop next to a hot radiator or laying it down flat on a cold floor. Benchtops that are fitted over a dishwasher, washing machine or oven should be protected underneath with insulation material resistant to moisture diffusion and/or plastic sheeting. Use FIXA diffusion barrier, available at your local IKEA store.

To make sure you maintain the original finish of the benchtop, we recommend the following:

- Do not place hot objects such as pans, baking sheets or heat generating household appliances directly on top of the benchtop; always use a pot stand to protect the surface.
- Don't work with a knife or other sharp instrument directly on the benchtop; always use a chopping board.
- Wipe off any spills and splashes immediately to avoid any risk that liquid may penetrate into the surface material where there are joints in the benchtop. For daily cleaning of benchtops, simply use a cloth damped in water or a mild cleaner, if necessary. Do not use cleaners containing abrasives, ammonia or bleaching agent. Wipe dry with a clean, dry cloth. See also the more detailed instructions for Solid Wood, Wood, and Stone benchtops.

KARLBY Wood Worktops

Our KARLBY wood benchtops are factory-treated with one coat of hardwax oil. No other treatment is necessary until the surface begins to wear. Once it does, treat the benchtops with IKEA wood treatment oil. Before installation, make sure to store the benchtop indoors at room temperature with normal humidity. Never place it against a warm radiator or on a cold floor, and remember not to open the package until you are ready to install it.

PERSONLIG, HAMMARP and MOSSÅKRA Solid Wood Benchtops

Our solid wood benchtops are factory-treated with one coat of wood oil. Please remember, however, to oil a wooden benchtop with IKEA wood treatment oil before installing it. The oil prevents water from penetrating the surface, protects the surface from stains, and gives it an attractive lustre that is easy to keep clean. The first week after installation, treat the benchtop every other day, and

after that once every three days until the wood is saturated. To maintain the appearance and function of your benchtop, oil it about 3 to 5 times a year and more regularly around sinks and cooktops.

PERSONLIG Stone Worktops

Store stone benchtops standing upright on their back edge. The surface of the stone benchtop is non-porous, smooth and easy to keep clean. It is also stain resistant. Stubborn marks can be removed with vinegar diluted in lukewarm water. Clean the surface with the soft side of a sponge. Do not use the coarse side as this can damage the shiny surface of the benchtop. Then rinse with water and dry with the soft side of a sponge.



Our kitchens are put to the test

Tough doors and hinges that open and close smoothly

Have you thought about how many times you open and close your kitchen doors? Everyday, day after day, year after year. We have. That's why we test our kitchen doors by hanging a 2 kg weight on the doors and then open and shut them 200,000 times. So you know that your kitchen doors will cope with your everyday life.

Hinges with a wide angle

With UTRUSTA hinges you can open your kitchen cabinets doors a full up to 153° and easily reach what you need. And they're simple to assemble. Just snap the hinge in place on the door and adjust in height, width and depth. Quick, easy and exact. And if you want to clean or change the door, just snap open the hinge - no screws. Thanks to UTRUSTA door bumper you can also make sure the doors close gently with just a whisper. Small details make a big difference.

All the way in the drawer test

Your kitchen drawers have to put up with a lot, so to make sure they can hold their heavy load we fill a 60 cm wide kitchen drawer with 8.2 kg and then open and shut it 200,000 times. And sometimes you happen to lean on the drawer, so we test that too, with a 25 kg weight 10 times for 10 seconds each. The drawers still glide softly and return to their closed position.

Rolls out smoothly all the way

All our MAXIMERA kitchen drawers are fully-extending, giving you an overview of what's inside and putting everything within easy reach. They glide smoothly on extension runners, have pull-out stops and are self-closing the last few centimetres. The drawers also use drawer dampers which cushion the closing action and ensure the drawers close slowly, softly and quietly.

Durable frames are the foundation of the kitchen

A kitchen cabinet has to put up with a lot. That's why all METHOD frames are made of 18-millimetre thick particleboard covered with melamine. The frames and shelves both have thick edges of soft polypropylene plastic. The result is a sturdy cabinet with impact resistant edges and hardwearing surfaces that resist both moisture and scratches.

Withstands more than it has to

Everyday life means using a lot of equipment, and over time you often find yourself with more and more things you need to store. To make sure the shelves in your kitchen cabinet shouldn't sag we put 60 plates weighing approx 27 kg spread on the 80 cm wide shelf, and keep them there for a week. It's just something shelves should be able to withstand.

Benchtops with the power to resist

We subject the benchtop surfaces to stringent testing. They have to withstand cold liquids – water for 24 hours, and oil, alcohol and coffee spills for 1 hour. We put them in a special climate chamber, impact-test the top and edges, and test the edges with steam. And we also test the laminate's resistance to abrasion and cracking. Our range of durable benchtops is built to withstand everyday kitchen activities for many years.

Fronts

Our cabinet doors and drawer fronts are built to withstand everyday life in the kitchen for many years. That means, for example, wet cloths, sticky fingers and the grease from frying. So, to test them, we throw water on them and daub grease on them and leave it there for 24 hours. After 23 hours, we add alcohol and coffee for good measure and leave that for an hour! Then we clean up the worst of the mess with kitchen paper – and wait another 24 hours. Only then do we clean the surfaces properly. And the only surfaces we approve are those that don't show the slightest mark or defect.

But that's not all! We even test the edges to ensure they can cope with temperatures up to 85°C (185°F), water (1 hour's soaking) and steam at 50–60°C (120–140°F) without coming loose.

Then and only then are our doors and drawer fronts deemed good enough for day after demanding day in your kitchen.

How country, provincial and state law applies

Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure, and for 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 fault.

How to reach us if you need assistance

Contact your local IKEA store. You will find the address and phone number to your nearest IKEA store in the IKEA catalogue or at www.IKEA.com.au/kitchens

Phone our Customer Service Centre

- Victoria 03 8523 2154
- New South Wales 02 8020 6641
- Queensland 07 3380 6800

SAVE THE SALES 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 www.IKEA.com.au

