

Appliances



Everyday life at home puts high demands on appliances. IKEA appliances are rigorously tested to comply with our strict standards for quality and safety as well as with the highest standards for domestic use. This means we can offer you a five year guarantee against defects in materials and workmanship that covers IKEA appliances except for LAGAN appliances. This guarantee is subject to the terms and conditions stated in this folder.





How long is the guarantee valid?

This guarantee is valid for five (5) years from the original date of purchase of the IKEA appliance from IKEA. LAGAN appliances have a two (2) year guarantee, valid from the original date of purchase.

The original sales receipt is required as proof of purchase.

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?

The guarantee covers faults of the appliance, which have been caused by faulty construction or material faults from the date of purchase from IKEA. This guarantee applies to domestic use only. The exceptions are specified under the headline 'What is not covered under this guarantee?'

Which appliances are not covered under this guarantee?

All appliances purchased from IKEA before 1 April 2012.



What will IKEA do to correct the problem?

An IKEA-appointed service provider will examine the product and decide, at its sole discretion, if it is covered under the guarantee.

If considered covered, the IKEA service provider or its authorised service partner, 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 an IKEA service provider or its authorised service partner repairs or replaces the appliance under the terms of this guarantee, the service provider or its authorised service partner 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 customer has to make the product accessible before the service visit.

Who will execute the service?

The designated service company will provide the service through its own service operations or authorised service partner network.

What is not covered under this guarantee?

- 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 damages 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.
- Repairs caused by installation which is faulty or not according to specification.
- The use of the appliance in a non-domestic environment i.e. professional use.

- Transportation damages. If a customer transports the product to their home or other address, IKEA is not liable for any damage that may occur during transport. However, in case of IKEA delivery of the product to the customer's delivery address, then eventual damages 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.au
- Cost for carrying out the initial installation of the IKEA appliance.

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 two 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 guarantee 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 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 example, be sure to use microwave-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.

Cooktops

- 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 cooktop guard.
- Gas cooktops produce heat and humidity, so you should install a rangehood and ventilate the kitchen well.
- For both gas and electric cooktops: 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 cooktops: fit the rubber seal properly. It prevents water leakage, which may damage the benchtop.
- For induction cooktops: use only pots and pans with a magnetic base for induction cooking.
- For glass ceramic cooktops: use only pots and pans with a flat base.
- For glass ceramic cooktops: always remove spills from sugar/milk/rice or pasta water, because they may cause opaque or matt stains on the surface.

Rangehoods

- Install the rangehood in the way that suits your kitchen – either recirculating or extracting.
- Using extension tubes and flues reduces the rangehood's performance. The maximum length of a duct should not exceed three metres.
- Always observe the minimum safety distance between the cooktop and the rangehood. This distance varies depending on country and cooktop type.
- Change carbon filters every three months and clean metal grease filters regularly to optimise performance.
- Failure to remove oil/grease from the surfaces of the rangehood (at least once a month) could cause a fire. Therefore, it is important to clean the rangehood 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.

Refrigerators

- If you have purchased a free-standing refrigerator, be sure to place it where there is sufficient air ventilation around it. A free-standing 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.
- Make sure food has cooled down first before placing it in the refrigerator. Hot food causes excessive condensation and ice to build up in the freezer, resulting in reduced performance.

How country law applies

The 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 failure.

Area of validity

The IKEA guarantee applies only to products purchased and installed in Australia.

How to reach us if you need service

Contact your local IKEA store. You will find the address and phone number in the IKEA Catalogue, or at IKEA.com.au

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 IKEA.com.au

