

IKEA

kitchen

guarantee
information

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Appliances, sinks, taps, worktops,
frames, fronts and fixed inside



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 METHOD kitchen system. We offer you a 10-year guarantee that covers defects in the material and workmanship on the ENHET kitchen system. All indoor kitchen mixer taps have a 10-year guarantee and IKEA appliances have a 5-year guarantee.

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

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The METHOD kitchen system has a 25-year guarantee.

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The ENHET kitchen system and kitchen mixer taps have a 10-year guarantee.

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IKEA appliances have a 5-year guarantee.

Kitchen drawers, cabinets, fronts, worktops and sinks

How long is the guarantee valid?

The guarantee remains in force for the number of years stated and is valid from the date of purchase. The original purchase receipt is required as proof of purchase.

What is covered under this guarantee?

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

25-year guarantee

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

- Cabinets (except for VADHOLMA and TORNVIKEN)
- Fronts
- UTRUSTA hinges
- MAXIMERA fully-extending drawers
- EXCEPTIONELL fully-extending push-to-open drawers
- UTRUSTA shelves
- Legs and plinths
- Cover panels
- Deco strips/mouldings
- Worktops
- Sinks (except FYNDIG sinks)

10-year guarantee

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

- Cabinets
- Open frames
- Fronts
- Hinges
- Drawers
- Shelves
- Legs
- Accessories (Swivel shelf, hanging shelf insert, rail for hooks and hooks) and
- ÄSPINGE kitchen
- TORNVIKEN
- VADHOLMA kitchen cabinet and furniture
- UTRUSTA wire basket

5-year guarantee

UTRUSTA electric push opener

Products not covered under 25, 10 or 5 years guarantee:

Knobs, handles, KNOXHULT kitchen, SUNNERSTA kitchen and FYNDIG sink.

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. 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.

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.

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 cover incidental or consequential damage.

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.my

Installation

KITCHEN furniture must be fixed to the wall. Secure that the walls in your Kitchen 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.

Safety & compliance

METHOD kitchen system including base cabinets, kitchen fronts, worktops, drawers, and hinges have been developed and tested according to the quality and test requirements of the relevant European Standards EN 14749, EN 16122 & EN 12720. Worktops have been tested according to EN 12721 and EN 12722. All of these products have also been tested according to specific IKEA requirements in order to offer a 25-year guarantee.

The European Standards specify how structural design, mechanical strength, safety and production requirements should be conducted within the European Union (EU).

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 assistance

Contact your local IKEA store. You will find the address and phone number to your nearest IKEA store at www.IKEA.my

Kitchen mixer taps

How long is the guarantee valid?

The guarantee for indoor kitchen 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.

Which kitchen mixer taps are not covered under this guarantee?

KALLSJÖN outdoor mixer tap has a two (2) year guarantee, valid from the date of purchase.

What is covered under this guarantee?

The 10-year guarantee is valid for all kitchen mixer taps at IKEA. This guarantee applies to domestic use only and covers defects in material and workmanship in all kitchen mixer taps. Our kitchen mixer taps are tested well beyond all relevant international standards and we use only top brand components to secure our 10 year guarantee promise.

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 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.

The 10 year 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.

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.

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 assistance

Contact your local store or local IKEA customer service. You will find the address and phone number at www.IKEA.my

Appliances

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. TILLREDA and 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 covered under this guarantee?

The free five-year (5) guarantee is valid for all domestic IKEA kitchen appliances and covers defects in materials and workmanship.

Which appliances are not covered under this guarantee?

For appliances named TILLREDA or LAGAN, a guarantee is valid for two years from the date 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.

On these conditions the EU guidelines (Nr. 99/44/EG) and the respective local regulations are applicable. 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 not 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 authorized 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 nonoriginal 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 www.IKEA.my
- Cost for carrying out the initial installation of the IKEA appliance.

These restrictions do not apply to fault-free 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.

How country law applies

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

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 for before buying if you need advice

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

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.

Save the 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.my](https://www.IKEA.my)

