

# **IKEA**

## **bathroom**

guarantee  
information

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Bathroom furniture series,  
countertops, wash basins, mixer  
taps, shower mixers, and  
shower mirrors



Everyday life at home puts high demands on bathroom furniture, which is why our bathrooms endure rigorous tests to meet our strict standards for quality, strength and durability. They are tested under the highest standards in domestic applications.

We offer you a 10-year guarantee that covers defects in the material and workmanship on the ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN, and LETTAN bathroom series, TOLKEN and ÅLSKEN countertops, ALMAÅN legs, all wash basins, mixer taps and shower mixers.

This guarantee is subject to the terms and conditions stated in this folder.

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ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN, and LETTAN bathroom series, TOLKEN and ÅLSKEN countertops, ALMAÅN legs have 10-year guarantee.

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Bathroom wash basins, mixer taps and shower mixers have a 10-year guarantee.

**How long is the guarantee valid?**

The guarantee remains in force for ten (10) years and is valid from the date of purchase. This applies to purchases made in January 2024 and later. 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 material and workmanship in the following furniture:

- ENHET
- HAVBÄCK
- ÄNGSJÖN
- TÄNNFORSEN
- HAGAÅN
- FAXÄLVEN
- LETTAN
- ALMAÅN
- TOLKEN
- ÄLSKEN

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

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 cleaning products. This guarantee does not cover normal wear and tear, cuts, scratches or damage caused by impacts or accidents. This guarantee does not apply if the products have been used for public use, outdoors or in a corrosive environment. This guarantee does not cover consequential or incidental damages. For customers in the US only: Some states do not allow the limitation or exclusion of incidental or consequential damage, so this limitation or exclusion may not apply to you.

**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.

### **Installation**

ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN and LETTAN furniture must be fixed to the wall. Secure that the walls in your bathroom 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. Follow our assembly instructions, bathroom installation instructions and care instructions carefully.

### **How country law applies**

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

### **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 [www.IKEA.no](http://www.IKEA.no).

# Bathroom wash basins, mixer taps and wash basin accessories

## How long is the guarantee valid?

The guarantee for bathroom wash basins and mixer taps purchased at IKEA remains in force for ten (10) years and is valid from the date of purchase. This applies to purchases made in January 2024 and later. The original purchase receipt is required as proof of purchase.

## What is covered under this guarantee?

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

## Which products are not covered?

### ÅBÄCKEN

- spray nozzle for mixer tap
- steam nozzle for mixer tap

## What is not covered under this guarantee?

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 of the mixer tap 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. This 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.

## **Installation**

Secure that the walls in your bathroom can support the weight of the wash basin and 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 the wall are not included. For advice on suitable screw systems, contact your local specialized dealer. Follow our assembly instructions, bathroom installation instructions and care instructions carefully.

## **Certification**

Certain countries have introduced statutory requirements for the approval and certification of bathroom mixer taps. Our mixer taps have been approved and certified to meet the relevant demands in every market.

## **How country law applies**

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

## **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 [www.IKEA.no](http://www.IKEA.no).

## Bathroom shower mixers and shower accessories

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

The guarantee for bathroom shower mixers purchased at IKEA remains in force for ten (10) years and is valid from the date of purchase. This applies to purchases made in January 2024 or later. The original purchase receipt is required as proof of purchase.

### **What does the guarantee cover?**

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

- BROGRUND, VOXNAN and VALLAMOSSE shower mixers and bath shower mixers
- OPPEJEN shower screen, shower door and hinged bath shower screen.

### **Which products are not covered under this guarantee?**

- Shower heads
- Hand showers
- Shower hoses
- Riser rails
- Shower shelves
- Hand shower parking brackets
- Squeegees
- Door seals

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

This guarantee are valid for all bathroom shower products at IKEA. The guarantees cover defects in material and workmanship in all bathroom shower products. Our products are tested well beyond all relevant international standards and we use only top brand components to secure our 10 year guarantee promise.

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

This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts, accidents or waterborne debris. 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. This guarantee does not apply if the products have been used 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.

## **Installation**

Follow our assembly instructions, installation instructions and care instructions carefully. If you are uncertain about the installation, contact a professional.

## **Certification**

Certain countries have introduced statutory requirements for the approval and certification of bathroom shower products. Our shower range has been approved and certified to meet the relevant demands in every market.

# **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.no](https://ikea.no)

