

en

TILLREDA



Design and Quality
IKEA of Sweden

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Safety information

- ❶ For your safety and correct operation of the appliance, read this manual carefully before installation and use. Always keep these instructions with the appliance even if you move or sell it. Users must fully know the operation and safety features of the appliance.

Correct use

- Do not leave the appliance unattended during operation.
- The appliance is designed exclusively for domestic use.
- The appliance is designed exclusively for indoor use.
- The appliance must not be used as a work surface or as a storage surface.
- Do not place or store flammable liquids, highly inflammable materials or fusible objects (e.g. plastic film, plastic, aluminium) in or near the appliance.
- Watch out when connecting electric appliances to sockets nearby. Do not allow connecting leads to come into contact with or to catch underneath the appliance or hot cookware.
- Do not do repairs yourself to prevent injury and damage to the appliance. Always contact your nearest IKEA store.

Child and vulnerable people safety

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.

- Keep all packaging away from children. There is a risk of suffocation.
- Keep children away from the appliance while in operation as when not in use.
- Children less than 8 years of age shall be kept away unless continuously supervised.
- Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

⚠ WARNING! Activate child lock to avoid small children and pets unintentionally switching the appliance on.

General safety

- Keep ventilations openings, in the appliance enclosure or in the built-in structure, clear of obstruction.
- Do not touch the panel when the residual heat indicator is still lit in order to prevent injury.
- Do not insert any object into the induction hob during operation to prevent electric shock.
- Do not wrap the cord around the neck to prevent strangulation hazard.
- A steam cleaner is not to be used for cleaning the appliance.
- Metallic objects such as knives, forks, spoons and lids should not be placed on the hob surface since they can get hot.
- After use, switch off the hob element by its control and do not rely on the pan detector.
- This appliance is not intended to be operated by means of an external timer or separate remote-control system.
- Care should be taken to avoid touching heating elements.

- If the supply cord is damaged, it must be replaced by the manufacturer, the Authorised Service Centre or similarly qualified persons in order to avoid a hazard. Please contact nearest IKEA store.
- ⚠ **WARNING!** If the surface is cracked, switch off the appliance to avoid the possibility of electric shock. Please contact nearest IKEA store.
- ⚠ **WARNING!** The appliance and its accessible parts become hot during use.
- ⚠ **WARNING!** Unattended cooking on a hob with fat or oil can be dangerous and may result in fire. NEVER try to extinguish a fire with water, but switch off the appliance and then cover flame e.g. with a lid or a fire blanket.

Safety instruction

Installation

- Manufacturer is not responsible for any injury to persons and pets or damage to property caused by failure to comply following requirements.
- ⚠ **CAUTION!** To proceed with the installation refer to the Safety Information.
- ⚠ **WARNING!** Installation process must follow the laws, ordinances, directives and standards (electrical safety rules and regulations, proper recycling in accordance with the regulations, etc.) in force in the country of use!
- Avoid installing the appliance next to doors and under windows as hot cookware may be knocked off the hob when doors and windows are opened.
- Make sure that the appliance is not damaged because of transport. Do not connect a damaged appliance.
- Do not install the appliance if it is damaged during the transportation.
- Do not connect the hob with extension cords and do not place the hob with cord across working areas.

- ⚠ **CAUTION:** hot surface, The surfaces are liable to get hot during use.
- ⚠ **CAUTION:** The cooking process has to be supervised.
A short term cooking process has to be supervised continuously.
- ⚠ **WARNING!** Use only hob guards designed by the manufacturer of the cooking appliance or indicated by the manufacturer of the appliance in the instructions for use as suitable or hob guards incorporated in the appliance. The use of inappropriate guards can cause accidents.

- Do not change the specifications or modify this product. Risk of injury and damage to the appliance.
- ⚠ **WARNING!** Carefully obey the instructions for electrical connections.

Electrical connections

- Before connecting, check that the nominal voltage of the appliance stated on the rating plate, corresponds to the available supply voltage. Also, check the power rating of the appliance and ensure that the home's electrical installation is suitably sized to suit the appliance power rating (refer to the Technical data chapter).
- The rating plate is located on the lower casing of the hob.
- ⚠ **WARNING!** Risk of injury from electrical current.
- Loose and inappropriate plug and socket connections can make the terminal overheat.

Before Use:

Please pay attention to the following instructions before use.

- Please use the standard main power supply socket, and regularly check the socket to prevent any damage.
- Do not open the appliance by yourself or any unqualified person. Only repair the appliance by its service agent or similarly qualified technician.
- Please check with the power cord and plug.
If the power cord or plug is damaged, please do not use the appliance. Do not pull out the plug with wet hand.
- Do not use the extension power cord, and please use the main power supply socket only.
- If the appliance is not in use for a long period of time, please turn on the appliance to stabilize the electronic component for 10 minutes first. Then, you can start to operate the appliance.
- Do not use the appliance near water, fire or damp area. The appliance is intended to use in indoor household ONLY.
- Remove all packaging, stickers and film remove the appliance before the first use.
- Switch the cooking zones off after each use by its controls and do not rely on pan detector.
- Risk of burns! Do not place objects made of metal, such as knives, forks, spoons and saucepan lids on the cooking surface, as they can get hot.

⚠ **WARNING!** Fire hazard! Overheated fats and oils can ignite very quickly.

⚠ **WARNING!** Users with implanted pacemakers should keep their upper body at least 30 cm from induction cooking zones that are switched on.

⚠ **WARNING!** Do not operate the appliance with wet hands and keep control panel surface dry. Lot of water on control panel keys will make them no longer operable.

⚠ **WARNING!** If the surface is cracked, switch off the appliance to avoid possibility of an electric shock.

During & After use:

Please pay attention to the following instruction to prevent ignition and accidents.

- Please place the appliance on flat and solid surface ONLY.
- Children should be supervised to ensure that they do not play with the appliance.
- Do not place any following objects on the panel when the appliance is operating.
 - a) Stainless steel
 - b) Iron
 - c) Cast iron
 - d) Aluminum
 - e) Lid and enamel
 - f) Knife, fork or spoon
 - g) Plate made of iron, stainless steel, cast iron or aluminum
 - h) Empty cookware
- Do not carry or move the appliance with cookware on top during heating.
- Please maintain a good surrounding environment for ventilation during heating.
- Do not insert any wire or metal objects into the air inlet or air outlet of the appliance.
- How to take care of the panel
 - a) Do not drop any heavy objects to the panel.
 - b) Do not pour water, acid or any liquid to the panel.
 - c) Do not burn anything with fire on the panel.
 - d) Do not place any hot cookware on top when the appliance is not in use.
 - e) If the surface (panel) is cracked, turn off the appliance immediately to avoid electric shock, and return to nearest IKEA store.
 - f) Some of the cookware may generate a noise during use. Please slightly move the cookware, and the noise may disappear or reduce. If not, please change the cookware.

- Do not place the appliance on carpet, cloth or paper material when the appliance is operating.
- Do not touch the panel while it is hot. The panel is still hot until the residual heat indicator is removed, even if the power is off.
- Do not unplug the appliance by pulling the cable.
- Please turn off the appliance and let cool down before unplug. Please unplug the power cord when the appliance is not going to use for long period of time.
- Keep the cookware away from the appliance after use.

How to avoid damage to the appliance

- The glass ceramic can be damaged by objects falling onto it, or knocked by the cookware.
- Cookware made of cast iron, cast aluminum or with damaged bottoms can scratch the glass ceramic if slide on the surface.

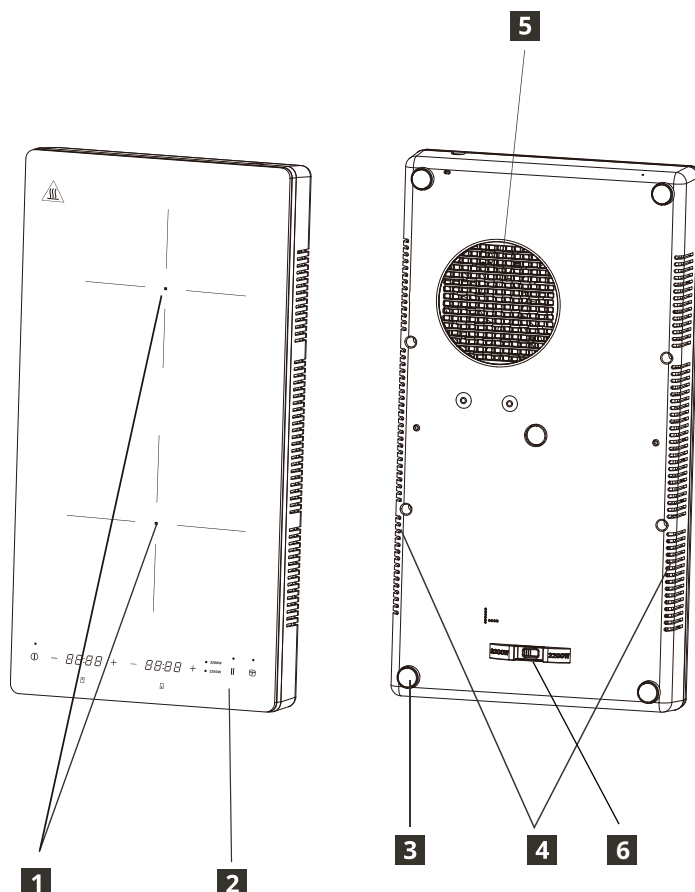
- Glass ceramic can be damaged if also dropped on the floor.
- To avoid damaging cookware and glass ceramics, do not allow saucepans or frying pans to boil dry.
- Do not use the cooking zones with empty cookware or without cookware.
- Never line any part of the appliance with aluminium foil. Never place plastic or any other material which may melt in or on the appliance.

⚠ WARNING! Keep product connected to power socket after use until the fan and the heat indicator has shut off.

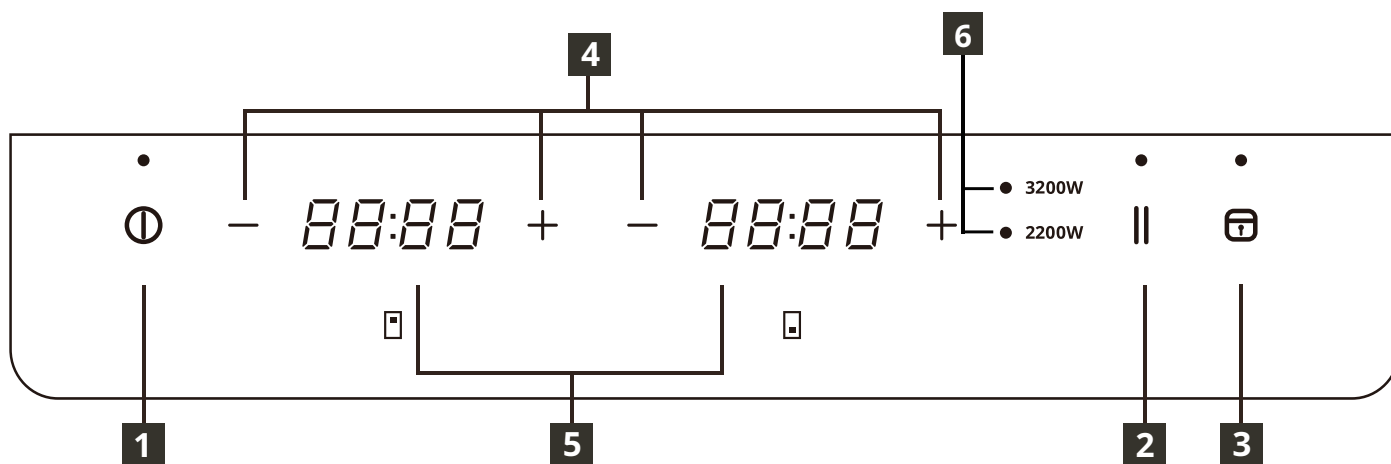
Information on acrylamides

Important! According to the latest scientific knowledge, intensive browning of food, especially in products containing starch, can constitute a health risk due to acrylamides. Therefore, we recommend cooking at the lowest possible temperatures and not browning foods too much.

Product description



- 1** Heating area
Front cooking zone 180mm 2000W
Rear cooking zone 158mm 1500W
- 2** Control panel
- 3** Silicone feet
- 4** Air outlet
- 5** Air inlet
- 6** Mechanical switch (refer to Power Selection section)



- | | |
|---------------------------|------------------------------|
| 1 On/Off | 4 Power level setting |
| 2 Pause | 5 Power level display |
| 3 Lock/ Child lock | 6 Power selection |

Touch Control sensor fields and displays

You operate the hob by touching sensor fields.

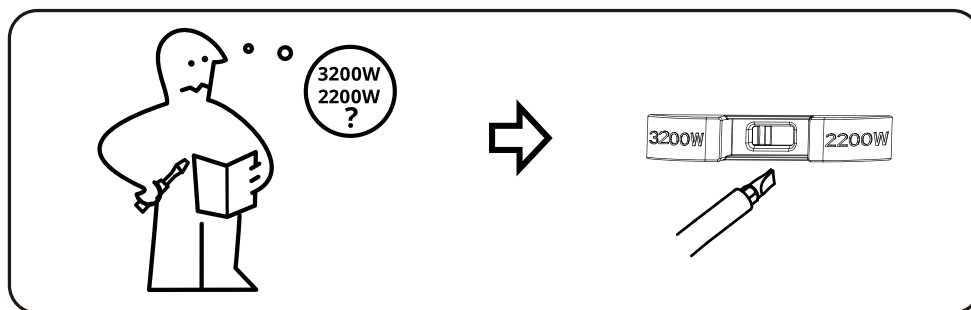
Displays and acoustic signals (short beep) confirm the selection of a function.

Power Selection (Mechanical Switch)

Before connecting the product, please check your home's power supply and verify if it can withstand the rated power of the product.

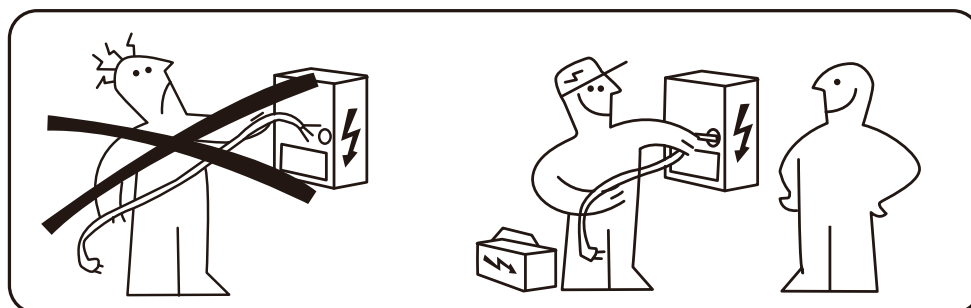
At the time of purchase, the maximum power of the hob is set to 2200W, but if you are sure that your electrical installation supports higher power, you can increase it to 3200W by following the steps below:

- Make sure the induction hob is power off.
- Remove any pots from the hob.
- Turn the induction hob over and move the mechanical switch to the power 3200W with a tool (e.g. screwdriver).



⚠ WARNING! Risk of selection of wrong max power can cause an overload on your home's electrical circuit and the fuse can be tripped (in case of modern electrical circuit) or blown (in case of old electrical circuit).

Contact a qualified electrician to verify your home's electrical circuit capability.



To use the 3200W mode

Your electrical installation must have at least 15A. Move the mechanical switch to the power 3200W.

To use the 2200W mode

Your electrical installation must have at least 10A. Move the mechanical switch to the power 2200W.

Power Management

This product is equipped with electronically controlled Power Management.

For both 3200W and 2200W mode, this function monitors electric loading and limits the maximum power output of the zones, preventing the network from overloading.

The function divides the power between cooking zones and automatically decreases the power of the other cooking zone if necessary (the last command has highest priority).

See the tables below for details.

3200W mode

The power of the zones are listed in the table below:

Power Level	1	2	3	4	5	6	7	8	9
Front zone	200W	300W	600W	900W	1100W	1300W	1500W	1700W	2000W
Rear zone	100W	200W	500W	600W	700W	900W	1100W	1200W	1500W

The power level can be freely chosen, but the total power will be max 3200W. (eg.: level 9 + level 8, or level 8 + level 9).

2200W mode

The power of the zones when only one of the zones is activated at a time:

Power Level	1	2	3	4	5	6	7	8	9
Front zone	200W	300W	600W	900W	1100W	1300W	1500W	1700W	2000W
Rear zone	100W	200W	500W	600W	700W	900W	1100W	1200W	1500W

The power of the zones when both of the zones are activated simultaneously:

Power Level	1	2	3	4	5	6	7	8	9
Front zone	200W	300W	600W	900W	1000W	1100W	1200W	1300W	1500W
Rear zone	100W	200W	500W	600W	700W	800W	900W	1000W	1200W

The power level can be freely chosen, but the total power will be max 2200W. (eg.: level 9 + level 5, or level 5 + level 9).

Power management strategy is still the latest priority logic. That means if the rear zone is set at level 6 (800W), then the front zone can be set up to level 8 (1300W). If front zone setting is changed to level 9 (1500W), then the rear zone will be decreased automatically to level 5 (700W).

Indicators


Pot incorrectly positioned or missing

This symbol appears if the pot is not suitable for induction cooking, is not positioned correctly or is not of an appropriate size for the cooking zone selected. If no pot is detected within 30 seconds of making the selection, the cooking zone switches off.


Residual heat

If display shows "H", the cooking zone is still hot. When the cooking zone cools down, the display goes off.

WARNING! Risk of burns from residual heat!

After you switch the appliance off, the cooking zones need some time to cool down. Look at the residual heat indicator .

Use residual heat for melting and keeping food warm.

Don't disconnect the product without waiting for the  to be removed from display.

Daily use



Connecting to socket

1. After insert the plug into main supply, the child lock will be activated. Press and hold the Child Lock key for 3 seconds to deactivate.

On/Off

1. Press the On/ Off key, the screen will display "0" as in standby mode and the power indicator light will light up. If there is no heat setting selected within 30 seconds, the hob will switch off automatically without pressing the On/ Off key.
2. Press On/ Off key during operation, the hob will switch off.



Power level setting

1. Press — or + to control the power level during operation.
2. Press —, the power level will go straight to "9". Press — to decrease the power level from "9" to "1".
3. Press + the power level will increase from "1". Press + to increase the power level from "1" to "9".



Pause Mode

- You can pause the heating instead of shutting the hob off.
- When entering the Pause mode, all the controls except the On/ Off control are disabled.

To enter pause mode

Touching the pause control.

All the indicator will show " | |".

To exit pause mode



Touching the pause control again.

- ⚠ When the hob is in the pause mode, all the controls are disabled except the On/ Off ①, you can always turn the induction hob off with the On/ Off ① control in an emergency.
The hob will shut down after 10min if you don't exit the pause mode.



**Lock / Child lock**

When the cooking zone operate, you can lock the control panel, for example in order to clean the hob. It prevents an accidental change of the power level setting. The hob can still be shut off by the On/ Off key.

Activate lock

1. Set wanted power level.
2. Press  for 3 seconds. The function is activated when  indicator is lit up and a sound is given.



Deactivate lock

1. Press  for 3 seconds. The function is deactivated when  indicator goes off and a sound is given.
2. The power level will return to the previous setting.



Child lock function

You can also keep control panel locked when the hob is not operating. This function prevents an accidental operation of the appliance.

Activate the child lock

1. Activate the appliance with the On/ Off key. Do not set any power level.
2. Press  for 3 seconds. The function is activated when  indicator is lit up and a sound is given.
3. Deactivate the appliance with the On/ Off key.

Deactivate the child lock

Press  for 3 seconds. The function is deactivated when  indicator goes off and a sound is given.

Automatic switch off**The function switches the hob off automatically if:**


- All cooking zones are switched off.
- YOU do not set the power level after switching on the hob within 30 seconds.
- YOU do not switch a cooking zone off or you do not modify the power level after 2 hours, or if the overheating occurs (e.g. when a pan boils dry).

Cookware guidance

What pots to use

Only use pots and pans with bottom made from ferromagnetic material which are suitable for use with inductions hobs:

- cast iron
- enamelled steel
- carbon steel
- stainless steel (although not all)
- aluminium with ferromagnetic coating or ferromagnetic plate

To determine if a pot or pan is suitable, check for the  symbol (usually stamped on the bottom). You can also hold a magnet to the bottom. If it clings to the underside, the cookware will work on an induction hob.

To ensure optimum efficiency, always use pots and pans with a flat bottom that distributes the heat evenly. If the bottom is uneven, this will affect power and heat conduction.

How to use**Minimum diameter of pot/pan base for the different cooking areas**

To ensure that the hob functions properly, the pot must cover one or more of the reference points indicated on the surface of the hob, and must be of a suitable minimum diameter.

Always use the cooking zone that best corresponds to the diameter of the bottom of the pan.

Cooking zone	Recommended cookware diameter [mm]
Front cooking zone	120-200
Rear cooking zone	120-180

Empty or thin-based pots/pans

Do not use empty or thin-based pots/ pans on the hob. Otherwise, the temperature will be so high that it will damage the pan or the hob surface and it will not be able to monitor the temperature or turn off automatically. If this occurs, do not touch anything and wait for all components to cool down.

If an error message appears, refer to "Troubleshooting".

Hint/tips**Noise during cooking**

When a cooking zone is active, it may hum briefly. This is a characteristic of all glass ceramic cooking zones and does not impair the function or life of the appliance. The noise depends on the cookware used. If it causes considerable disturbance, it may help to change the cookware.

Normal operating noises of the induction hob

Induction technology is based on the creation of electromagnetic fields to generate heat directly on the bottom of cookware. Pots and pans may cause a variety of noises or vibrations depending on how they are manufactured.

These noises are described as follows:

Low humming (like a transformer)

This noise is produced when cooking at a high heat level.

It is based on the amount of energy transferred from the cooktop to the cookware.

The noise ceases or quiets down when the heat level is reduced.

Quiet whistling

This noise is produced when the cooking vessel is empty.

It ceases once liquids or food are placed in the vessel.

Crackling

This noise occurs with cookware made of various materials layered one upon the other.

It is caused by the vibrations of the surfaces where different materials meet.

The noise occurs on the cookware and can vary depending on the amount of food or liquid and the cooking method (e.g., boiling, simmering, frying).

Loud whistling

This noise occurs with cookware made of different materials layered one upon the other and when they are additionally used at maximum output and also on two cooking zones. The noise ceases or quiets down when the heat level is reduced.

These sounds are normal Fan noises

For proper operation of the electronic system, it is necessary to regulate the temperature of the cooktop. For this purpose, the cooktop is equipped with a cooling fan, which is activated to reduce and regulate the temperature of the electronic system. The fan may also continue to run after the appliance is turned off if the detected temperature of the cooktop is still too hot after turning it off.

Rhythmic sounds, similar to the ticking sound of a clock

This noise occurs only when at least three cooking zones are operating and disappears or weakens when some of them are switched off.

The noises described are a normal element of the induction technology and should not be regarded as defects.

Care and cleaning

⚠ WARNING! Switch the appliance off and let it cool down before disconnecting it.

⚠ WARNING! Switch the appliance off and let it cool down before you clean it.

⚠ WARNING! For safety reasons, do not clean the appliance with steam blasters or high pressure cleaners.

⚠ WARNING! Sharp objects and abrasive cleaning agents will damage the appliance. Clean the appliance and remove the residues with water and washing up liquid after each use. Remove also the remnants of the cleaning agents!

ⓘ Scratches or dark stains on the glass ceramic that cannot be removed do not affect the functioning of the appliance.

Removing the residues and stubborn residues:

- Food containing sugar, plastics, tin foil residues should be removed at once, best tool for cleaning glass surface is a scraper (not included with the appliance). Place a scraper on the glass ceramic surface at an angle and remove residues by sliding the blade over the surface. Wipe the appliance with a damp cloth and a little washing up liquid. Finally, rub the appliance dry using a clean cloth.
- Limescale rings, water rings, fat splashes, shiny metallic discolorations should be removed after the appliance has cooled down using cleaner for glass ceramic or stainless steel.

Troubleshooting

Problem	Possible Cause	Solution
The appliance does not operate.	Power shortage or power short circuit in the power source of your home.	
	Power connection to socket not performed properly.	Overlook the power supply to hob for correct connection.
	More than 10 seconds have passed since the appliance was switched on.	Switch the appliance on again.
	Child lock is switched on.	Deactivate Child lock. (See the section "Child lock function")
	Several sensor fields were touched at the same time.	Clean all the objects on the control panel. Make sure that when trying to set the control, nothing is touching another control.
Appliance stops operating. Error indication: E1 → E2	The cookware is not suitable for induction.	Change to a cookware suitable for induction.
	No cookware on cooking zone or cookware diameter is less than 120mm.	Place cookware on the cooking zone.
Appliance stops operating. Error indication: E2 → E3	The cookware is empty (dry-boiling) or cooking temperature is too high.	Turn off the appliance and restart after 5 minutes. If E2 persists, please contact nearest IKEA store.
	The air inlet and outlet is being blocked.	
	Surrounding temperature is too high.	
Appliance stops operating. Error indication: E3 → E4	The main power supply is over AC 275V.	Change to product suitable power supply.
Appliance stops operating. Error indication: E4 → E5	The main power supply is lower than AC 100V.	Change to product suitable power supply.

Appliance stops operating. Error indication: E → 5	The temperature sensor of the appliance is not working.	Please contact nearest IKEA store.
Appliance stops operating. Error indication: E → 6	The cookware is empty (dry-boiling) or cooking temperature is too high.	Turn off the appliance and let the appliance cool down and prevent dry-boiling.
Appliance stops operating. Error indication: E → 0	Communication error occurs between the display PCBA and the driver PCBA.	Turn off the appliance and restart after 5 minutes. If E0 persists, please contact nearest IKEA store.

Error code shows when the hob is powered on and error is detected, E and numbers are displayed intermittently (1 second) and recurrently.

If there is a fault, try to resolve it by following the troubleshooting guidelines. If the problem cannot be resolved, contact your nearest IKEA store.

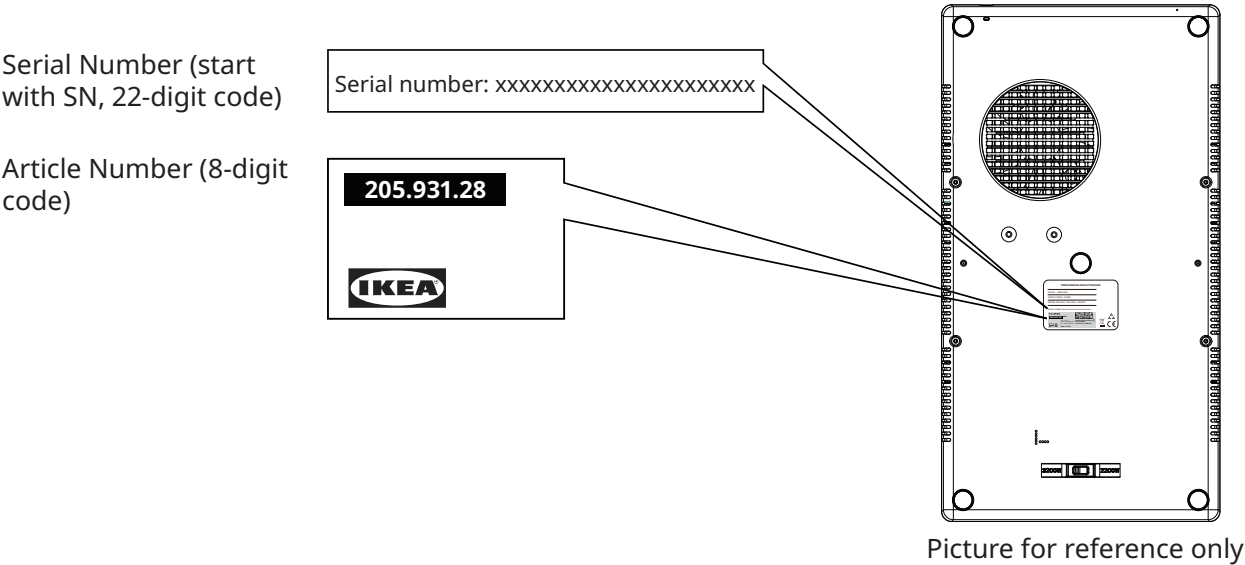
❗

If you operated the appliance wrongly, dealer may not take place free of charge, even during the warranty period.

Technical data


Model	14BP22403
Type of hob	Freestanding induction hob
Number of cooking zones and/or areas	2
Rated Power	3200 W
Rated Voltage	220-240 V~
Rated Frequency	50/60 Hz
Depth	520 mm
Width	280 mm
Height	62 mm
Net Weight	4,2 kg

❗ The article number and serial number are located in the rating plate of the machine's bottom shell.



Environmental concerns


Disposal of household appliances

The symbol  on the product or on its packaging indicates that this product may not be treated as household waste. Instead it should be taken to the appropriate collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. For more detailed information about recycling of this product, please contact your local council, your household waste disposal service or the shop where you purchased the product.

⚠ WARNING! Do these steps to dispose the appliance:

- Pull the mains plug out of the mains socket.
- Cut off the mains cable and discard it.

Disposal of packaging materials

The materials with the symbol  are recyclable. Dispose the packaging in a suitable collection container to recycle it.

Energy saving

You can save energy during everyday cooking if you follow the hints below.

- If possible, always place lids on the pans.
- Place cookware on the cooking zone before you switch it on.
- The bottom of the cookware should be as thick and flat as possible.
- When you heat up water, use only the amount you need.
- If it is possible, always put the lids on the cookware.
- Put the cookware directly in the centre of the cooking zone.
- Use the residual heat to keep the food warm or to melt it.
- If possible, always place lids on the pans.
- Place cookware on the cooking zone before you switch it on.
- Before you activate the cooking zone put the cookware on it.
- Put the smaller cookware on the smaller cooking zones.

IKEA Warranty

How long is the IKEA Warranty valid

This warranty is valid for 2 years from the original date of purchase of Your appliance at IKEA, unless otherwise specified in national legislation. Please go to IKEA.com to find out what applies in your country. The original sales receipt is required as proof of purchase. If service work is carried out under warranty, this will not extend the warranty period for the appliance.

Who will execute the service?

Contact nearest IKEA store.

What does this warranty cover?

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

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 warranty. If considered covered, IKEA will then, at its sole discretion, either repair the defective product or replace it with the same or a comparable product.

What is not covered under this warranty?

- 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 electrochemical 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 have been caused by production faults.

- Repairs not carried out by our appointed service providers and/or an authorized 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 his home or another address, IKEA is not liable for any damage that may occur during transport. However, if IKEA delivers the product to the customer's delivery address, then damage to the product that occurs during this delivery will be covered by IKEA.
- Cost for carrying out the initial installation of the IKEA appliance. However, if an IKEA appointed Service Provider or its authorized service partner repairs or replaces the appliance under the terms of this warranty, the appointed Service Provider or its authorized service partner will reinstall the repaired appliance or install the replacement, if necessary.

How country law applies

The IKEA warranty gives you specific legal rights, which cover or exceed all the local legal demands. However these conditions do not limit in any way consumer rights described in the local legislation.

Area of validity

This warranty is valid only in the country where the product has been purchased; the services will be provided in the framework of the warranty conditions. An obligation to carry out services in the framework of the warranty exists only if the appliance complies and is installed in accordance with:

- the technical specifications of the country in which the warranty claim is made;
- the Assembly Instructions and User Manual Safety Information.

AFTER SALES for IKEA appliances

Please don't hesitate to contact IKEA to:

- make a service request under this warranty;
- ask for clarification on functions of IKEA appliances.

To ensure that we provide you with the best assistance, please read carefully the Assembly Instructions and/or the User Manual before contacting us.

How to reach us if you need our service



The IKEA after sales customer service centre will assist you on the phone with basic trouble shooting for your appliance at the time of service call request. Please see the IKEA catalogue or visit www.ikea.com to find your local store phone number and opening time.

In order to provide you a quicker service, please also always refer to the IKEA article number (8 digit code) placed on the rating plate of your appliance.

SAVE THE SALES RECEIPT!

It is your proof of purchase and required for the warranty to apply. The sales receipt also reports the IKEA name and article number (8 digit code) for each of the appliances you have purchased.

Do you need extra help?

For any additional questions not related to After Sales of your appliances please contact your nearest IKEA store call centre. We recommend you read the appliance documentation carefully before contacting us.

