

IKEA

bathroom

Guarantee brochure

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Bathroom ranges, worktops,
washbasins, washbasin mixers,
shower mixers, shower
accessories and mirrors



Life at home places high demands on the bathroom. That's why our bathroom solutions undergo rigorous testing to meet our strict standards for quality, durability and sustainability. Our bathroom ranges have been tested against the toughest standards for domestic use.

We offer you a 10-year guarantee covering material and production defects in the bathroom range ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN and LETTAN, TOLKEN and ÅLSKEN worktops, ALMAÅN legs, and all our washbasins, washbasin mixers and thermostatic bath/shower mixers.

We give you a 3-year guarantee on ÅBÄCKEN steam nozzle for mixers and all shower accessories, such as hand shower bars, hand shower, shower hose, and ceiling/hand shower with switch.

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

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ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN bathroom furniture series, LETTAN and FAXÄLVEN mirrors and mirror cabinets, TOLKEN and ÅLSKEN worktops, ALMAÅN legs have a 10-year guarantee.

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Washbasins, washbasin mixers and thermostatic mixers have a 10-year guarantee.

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Shower accessories have a 3-year guarantee.

ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN, TOLKEN, ÅLSKEN, ALMAÅN and LETTAN

How long is this guarantee valid?

The guarantee for ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÅN, FAXÄLVEN,

The LETTAN, TOLKEN, ÅLSKEN and ALMAÅN listed below are valid for ten (10) years from the date of purchase from IKEA. The original purchase receipt is required as proof of purchase.

What products are covered under this guarantee?

This guarantee is for home use only and covers material and manufacturing defects in the following furniture:

- ENHET
- HAVBÄCK
- ÄNGSJÖN
- TÄNNFORSEN
- HAGAÅN
- FAXÄLVEN
- LETTAN
- ALMAÅN
- ENHET legs
- TOLKEN
- ÅLSKEN

What is not covered under this guarantee?

The guarantee does not apply to products that have been improperly stored, assembled or installed, used in an inappropriate or improper manner, altered in appearance/function - such as repainting, or cleaned with inappropriate cleaning methods or incorrect cleaning products. This guarantee does not cover incidental or consequential damage.

The guarantee does not apply if the product has been used outside the home, placed outdoors or in a corrosive environment. This guarantee does not cover incidental or consequential damage.

What will IKEA do to correct the problem?

IKEA will examine the product and decide if it's covered under this guarantee. If IKEA considers that the product is covered by the guarantee, IKEA will pay for the repair, spare parts, labour, and any staff travel, provided that the product can be repaired without any special expenditure to IKEA. IKEA will only remedy faults and complaints as long as the product remains in Sweden. Repair work that has not been authorized by IKEA will not be reimbursed. Replaced parts become the property of IKEA. If the product is no longer sold by IKEA, IKEA will offer a suitable replacement product. IKEA will decide at its discretion, what constitutes a suitable replacement product.

Installation

ENHET, HAVBÄCK, ÄNGSJÖN, TÄNNFORSEN, HAGAÄN, FAXÄLVEN and LETTAN must be attached to the wall. Make sure the walls of your bathroom can support the weight of the furniture, as improper installation can cause damage or injury. If you are unsure about the installation, consult a professional. As wall materials vary, screws for wall mounting are not included. Contact a professional hardware store if you need help selecting the appropriate screws and fittings. Follow our assembly instructions, bathroom installation instructions and care instructions carefully.

How country, provincial and state law applies

This guarantee gives you specific legal rights and is in addition to your statutory legal rights. IKEA applies the Consumer Sales Act and the Sales Act's Right of Complaint.

How to contact us if you need help

Contact IKEA customer service at your nearest IKEA store, or IKEA customer service on +46(0)775-700 500, or via [IKEA.se/customer service](https://www.ikea.se/customer-service). You can find the addresses of all IKEA stores on [IKEA.se](https://www.ikea.se). Always keep your original receipt/original consignment note. It serves as proof of purchase and must be presented in order for the guarantee to be valid.

Bathroom washbasins, mixers, and washbasin accessories

How long is this guarantee valid?

The guarantee for washbasins and washbasin mixers is valid for ten (10) years from the original date of purchase/delivery at IKEA. The original purchase receipt is required as proof of purchase. We offer you a 3-year guarantee on the ABÄCKEN steam nozzle for mixers.

What products are covered under this guarantee?

The guarantee is valid for all IKEA bathroom sinks including water traps and bathroom taps from IKEA. The guarantee applies to domestic use only and covers defects in material and workmanship in all bathroom washbasins and mixer taps. Our products are tested well beyond relevant international standards, and we use only the highest quality components to ensure our 10-year guarantee promise.

What is not covered by this guarantee?

This guarantee does not cover normal wear and tear, cuts, or scratches, or damage caused by impacts, accidents or waterborne debris. The guarantee also does not cover the filter/aerator which should be cleaned regularly and replaced when worn out. Follow our assembly instructions and care instructions carefully. The guarantee does not cover products that have been stored, assembled, or installed improperly, used inappropriately or incorrectly, altered in appearance/function - such as repainting, or cleaned with an inappropriate cleaning method or incorrect cleaning product. This guarantee does not apply if the product has been used for public use or if the product has been used in a context other than domestic use if the product has been stored outdoors or in a corrosive environment. The guarantee does not cover damage or accidents caused indirectly or as a result of the use of the product.

What will IKEA do to correct the problem?

IKEA will examine the product and decide if it's covered under this guarantee. If IKEA considers that the product is covered by the guarantee, IKEA will pay for the repair, spare parts, labour, and any staff travel, provided that the product can be repaired without any special expenditure to IKEA. IKEA will only remedy faults and complaints as long as the product remains in Sweden. Repair work that has not been authorized by IKEA will not be reimbursed. Replaced parts become the property of IKEA. If the product is no longer sold by IKEA, IKEA offers a suitable replacement product. IKEA will decide at its discretion, what constitutes a suitable replacement product.

Installation

Check that the walls in your bathroom can withstand the weight of the furniture. This is important because improper installation can cause personal injury or property 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, 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. The certification reference is stated on the on the assembly instructions that are supplied in the bathroom tap packaging.

How country, provincial and state law applies

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How to contact us if you need help

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Thermostatic mixers for bathrooms and shower accessories

How long is this guarantee valid?

The guarantee for thermostatic mixers is valid for ten (10) years from the original date of purchase/delivery at IKEA. The original purchase receipt is required as proof of purchase.

- BROGRUND, VOXNAN and VALLAMOSSE thermostatic mixers for baths and showers.
- OPPEJEN shower enclosure and shower door.

How long is this guarantee valid?

A three (3) year guarantee applies to bathroom products listed below purchased at IKEA from the original date of purchase/delivery. The original purchase receipt is required as proof of purchase.

BROGRUND and VOXNAN

- Hand shower
- Shower head
- Shower hose
- Bar for hand shower
- Shower shelf

VALLAMOSSE

- Hand shower
- Shower hose
- Bar for hand shower

LILLREVET

- Hand shower
- Shower hose

KOLSJÖN

- Shower hose

OPPEJEN

- Wiper blade
- Door seals

What is covered by these guarantees?

These two guarantees apply to all bathroom shower products at IKEA. The guarantee covers material and production defects in all IKEA bathroom shower products. Our products are tested well beyond relevant international standards. We use only the highest quality components to ensure our promise of our 3- and 10-year guarantees.

What is not covered under this guarantee?

The guarantee does not apply to products that have been improperly stored, assembled or installed, used in an inappropriate or improper manner, altered in appearance/function - such as repainting, or cleaned with inappropriate cleaning methods or incorrect cleaning products. This guarantee does not cover incidental or consequential damage.

The guarantee does not apply if the product has been used outside the home, placed outdoors or in a corrosive environment. This guarantee does not cover incidental or consequential damage.

What will IKEA do to correct the problem?

IKEA will examine the product and decide if it's covered under this guarantee. If IKEA considers that the product is covered by the guarantee, IKEA will pay for the repair, spare parts, labour and any staff travel, provided that the product can be repaired without any special expenditure to IKEA. IKEA will only remedy faults and complaints as long as the product remains in Sweden. Repair work that has not been authorized by IKEA will not be reimbursed. Replaced parts become the property of IKEA. If the product is no longer sold by IKEA, IKEA offers a suitable replacement product. IKEA will decide at its discretion, what constitutes a suitable replacement product.

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 valid as proof of purchase. In order to rely on this guarantee, proof of purchase is required. If something happens or if you are not satisfied with your purchase, you are welcome to contact us via [IKEA.se](https://www.ikea.se)

