

# UPPLEVA

## TV and sound systems



Everyday life places high demands on television and sound systems. UPPLEVA is tested to meet our strict standards for quality and durability, as well as the highest standards for domestic use. This is why we offer a 5-year guarantee covering material and manufacturing defects on the UPPLEVA TV and sound systems. This guarantee is subject to the terms and conditions stated in this folder.





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

The UPPLEVA TV and sound system guarantee is valid for five (5) years from the date of purchase. The original purchase receipt is required as a proof of purchase.

If service work is carried out during the guarantee period, this will not extend the guarantee period for the appliance, or the new parts. The guarantee for the new parts will only be valid for the remainder of the original guarantee.

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

This guarantee applies to domestic use only and covers material and manufacturing defects in the following parts of UPPLEVA:

- TV and remote control
- Sound system and remote control
- 3D glasses

## **What will IKEA do to correct the problem?**

IKEA will examine the product and decide if it's covered under this guarantee. If considered covered, IKEA through service providers appointed by IKEA, will then, at its sole discretion, either repair the defective product or replace it with the same or a

comparable product. If the problem can be remedied by repair, IKEA will be responsible for the costs of repairs, spare parts, labour and travel of IKEA service providers.

Product will be picked up at the customer's and repaired at the service provider and returned to customer.

This does not apply to any repair work not authorised 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.

## **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 wrong cleaning products.

This guarantee does not cover incidental or consequential damage.

- Damage caused by accidents including, but not limited to, lightning, fire or water.
- Battery leakage (remote controls and 3D glasses).
- Normal wear and tear.
- Damage to the product resulting from neglect or misuse, including but not limited to, failure to use and/or install the product for its normal domestic purposes and/or in accordance with the operating instructions in its proper installation and use, especially referring to the user manual and assembly instructions. Burned screen caused by the lengthy display of a fixed picture such as a broadcaster logo.
- Modifications, adaptations and alterations of the product to operate in a country other than that for which it was originally designed and manufactured, or any damage resulting from such modifications. Modifications, adaptations, alterations and repairs of the product made by any part without authorization by IKEA.
- The guarantee does not apply if products have been placed outdoors or in a humid environment or if the products have been used for nondomestic purposes (unless otherwise stated).
- Any product limitations and/or specificities as described in the User Manual and Advice & Instructions.
- Cuts or scratches, or damage caused by impacts or accidents.
- If a customer transports the product to their home or other address, IKEA is not liable for any damage that may occur during transport.

## **Care instructions**

Use a glass-cleaning product to clean the screen and a soft cloth and mild detergent to clean the rest of the TV.

Please Note: Using strong detergents, alcohol-based and abrasive products may damage the screen.

Dust the vents at the back and the sides regularly. Using solvents, abrasive or alcohol-based products could damage the TV. If an object or liquid gets inside the appliance, immediately unplug it from the electrical outlet. The appliance should then be checked by an authorised technician. Never open the appliance yourself since this may put you at risk or damage the appliance.

For more information regarding care instructions, see the manual for UPPEVA TV and sound.

## **Installation**

For safety reasons, all IKEA furniture that is assembled together with UPPEVA TV and sound systems must be attached to the wall, using the fasteners that come with the furniture. Different wall materials need different fixing devices. Use fixing devices suitable for the walls in your home.



## **How to reach us if you need service**

Call IKEA Customer Services on +46(0)775-700 500.

PLEASE NOTE: Do not bring your product to the IKEA store before you have been in contact with IKEA Customer Services

To make sure that we give you the best assistance, please read the User Manual and Advice & Instructions carefully before contacting us.

Please also have the IKEA article number for your product at hand before calling us. You will find this 8-digit number on your receipt (or email confirmation, if ordered online).

## **SAVE THE SALES RECEIPT!**

**It serves as proof of purchase and must be presented in order for the guarantee to be valid.**

If something happens, or if you are not satisfied with your purchase, call IKEA Customer Services on +46(0)775-700 500.

