

# **IKEA**

## **kitchen system**

### Guarantee brochure

**25**

**10**

**5**

Appliances, sinks, kitchen mixer  
taps, worktops, frames, fronts  
and fixtures



Everyday life places high demands on the kitchen. That's why we carry out extensive testing to ensure that our kitchens can withstand heavy work, high temperatures and intensive use.

We offer you a 25-year guarantee that covers defects in the material and workmanship on the METOD kitchen system. We offer a 10-year guarantee covering material and production defects in ENHET kitchen systems. All kitchen mixer taps have a 10-year guarantee and all 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 brochure.

**25**

The METOD kitchen system has a 25-year guarantee.

**10**

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

**5**

IKEA appliances has a 5-year free guarantee.

\* Does not apply to TILLREDA and LAGAN appliances which have a 2-year guarantee.

# Kitchen drawers, frames, fronts, worktops, and sinks

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

The guarantee is valid for the specified number of years from the original date of purchase/delivery. The original purchase receipt is required as proof of purchase.

## **What products are covered under this guarantee?**

The guarant is for domestic use only and covers material and production defects of the kitchen systems.

### **25-year guarantee**

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

- Cabinet frames (except VADHOLMA and TORNVIKEN)
- doors and drawer fronts
- UTRUSTA hinges, coupling rail for fronts, bracket for oven, joint coupling for doors, fittings for mounting drawer on door, and mounting kit for pull-out function
- MAXIMERA soft-close full-extension drawers and pull-out interiors
- EXCEPTIONELL soft-close full extension drawers with push-to-open function and built-in dampers
- UTRUSTA shelves in tempered glass and melamine, and corner cabinet interior
- Legs & plinths
- Facings and decorative/crown mouldings
- Wall tile (except LYSEKIL strip for wall tile)
- Worktops
- Sinks (except FYNDIG)
- HÅLLBAR support frame for recycling
- METHOD suspension rail

### **10-year guarantee**

The guarantee covers the following parts of the ENHET kitchen system:

- Cabinet frames and open frames
- Doors and drawer fronts
- Cover panels
- Hinges
- Drawers and shelves
- Legs
- ENHET accessories (revolving shelf, hanging shelf insert, hooks, rail for hooks) and also applies to the following parts of the METHOD kitchen system:
  - UTRUSTA wire baskets
  - TORNVIKEN series
  - VADHOLMA series

### **5 year gurantee**

UTRUSTA push-opener, electrical.

**Products not covered by the 25-, 10- or 5- year guarantee:**

KNOXHULT series, ÄSPINGE kitchenette, SUNNERSTA mini kitchen, LYSEKIL wall tile moulding, FYNDIG sink, and knobs and handles.

**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. This will not apply in cases where repair work has not been authorised by IKEA. 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 will constitute an replacement.

**After Sales service**

In order to offer functional products that meet your needs and expectations we renew our product range every year. We offer a two-year after-sales service on your IKEA kitchen cabinets and drawer fronts, except accent cabinets.

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 by this guarantee?**

The guarantee does not cover normal wear and tear, cuts, nicks, scratches or damage caused by impact or accidents.

Follow our assembly instructions, installation instructions and care instructions carefully. 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, etc such as repainting, or cleaned with the wrong cleaning method or products.

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).

This guarantee does not cover incidental or consequential damage.

For modifications made after initial installation, the guarantee only applies to the owner of the worktop living in a single-family private residence.

**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/kundservice](https://www.ikea.se/kundservice). 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.

# Kitchen mixer taps

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

The guarantee for kitchen mixer taps is valid for 10 years from the original date of purchase/delivery. The original purchase receipt is required as proof of purchase.

## **Which kitchen taps are not covered by this guarantee?**

The 10-year guarantee is valid for all kitchen mixer taps The KALLSJÖN tap is guaranteed for 2 years from the original date of purchase/delivery.

## **What products are 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 and certified according to relevant mechanical, quality and safety standards. We use only the highest quality components to ensure 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. 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.

The 10-year guarantee does not apply if the product has been placed outdoors or in a corrosive environment, or if the product has been used in a non-domestic context, unless otherwise stated. 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 åtgärdar endast fel och reklamationer så länge varan finns kvar i Sverige. This will not apply in cases where repair work has not been authorised by IKEA. 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 will constitute an replacement.

**Certification**

All of our kitchen faucets are approved by the certification body SP Sveriges Technical Research Institute to fulfil the requirements of the market.

The certification number is shown in the installation instructions included in the kitchen mixer taps packaging.

**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/kundservice](https://www.ikea.se/kundservice). 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.

# Household appliances

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

The guarantee is valid for 5 years from the original date of purchase/delivery from IKEA. TILLREDA and LAGAN appliances have a two (2) year guarantee valid from the original date of purchase/delivery.

The original purchase receipt is required as proof of purchase.

If work is carried out during the guarantee period, the guarantee period for the appliance or the new parts is not extended.

## **What products are 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 kitchen use only. The exceptions are specified under the headline “What is not covered under this guarantee?”

## **Which appliances are covered under this guarantee?**

The 5-year guarantee applies to all IKEA home appliances, except TILLREDA and LAGAN appliances which have a 2-year guarantee and covers material and production defects.

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

White goods under the names TILLREDA or LAGAN, which have a guarantee of two (2) years from the original date of purchase/delivery from IKEA.

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

The IKEA designated service partner will examine the product and determine, at its own discretion, whether the problem is covered by this guarantee.

If so, the designated service partner will repair the defective product or replace it with an identical or 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. The Service Partner will organise the installation of the repaired or new product if required. 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 provides the service?**

The service partner appointed by IKEA provides service through its own service organisation or through its network of authorised service partners.

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

- 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 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: refrigerator/freezer interior, ceramic glass, accessories, upper and lower baskets, cutlery baskets, supply and drainpipes, seals, lamps and lamp covers, displays, knobs, handles, casings and parts of casings - except where such damage can be proven to be due to a manufacturing defect.
- 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 partner or where non-original 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. domestic applications.
- This guarantee does not apply if the product has been placed outdoors or in a humid environment.
- 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, if IKEA delivers the product to the customer's delivery address, then any damages to the product that occurs during this delivery will be covered by IKEA (but not under this guarantee). In such cases, the customer should contact IKEA Customer Service on +46(0)775-700 500 or via [IKEA.se/kundservice](https://www.ikea.se/kundservice)
- 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. IKEA applies the Consumer Sales Act and the Sales Act's Right of Complaint.

### **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, as well as the safety information that comes with the appliance.

### **How to contact us if you need help**

Contact IKEA Customer Service at your nearest IKEA store, or IKEA Customer Services on no +46(0)775-700 500, or on [IKEA.se/kundservice](https://www.ikea.se/kundservice)

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

Also have your receipt, the current 8-digit IKEA item number (found on your receipt/shipping label), and the service/PNC number, which is on your appliance, at hand when you call.



## 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)

