

IKEA

Kitchen

limited warranty
information

25

10

5

2

LIFETIME
Limited
Warranty
Included

Appliances, sinks, faucets, countertops,
frames, fronts and fixed interiors



Everyday life at home puts high demands on a kitchen, which is why we test our kitchens thoroughly to ensure that they can take being exposed to heavy weight, high temperatures and everyday use.

We offer you a 25-year limited warranty that covers defects in the material and workmanship on the SEKTION kitchen system. Kitchen faucets have a 10-year limited warranty* and IKEA appliances have a 5-year limited warranty.* KASKER countertops have a limited residential lifetime warranty.

This limited warranty is valid for residential kitchen use and is subject to the terms and conditions stated in this booklet.

25

The SEKTION kitchen system has a 25-year limited warranty.

10

The ENHET kitchen system has a 10-year limited warranty.

10

The kitchen faucets have a 10-year limited warranty.*

5

Appliances have a 5-year limited warranty.*

2

TILLREDA and LAGAN appliances have a 2-year limited warranty.

LIFETIME
Limited
Warranty
Included

KASKER quartz countertops have a residential lifetime limited warranty.

*Exclusions apply

SEKTION kitchen system, drawers, fronts, pre-cut countertops and sinks

How long is the limited warranty valid?

The limited warranty for the SEKTION kitchen system remains in force for twenty-five (25) years and is valid from the date of purchase. The original purchase receipt is required as proof of purchase.

What is covered under this limited warranty?

This limited warranty applies to residential use only and covers defects in material and workmanship in the SEKTION kitchen system.

25-year limited warranty

This limited warranty covers all the following parts of the SEKTION kitchen system:

- Cabinet frames (except for TORNVIKEN and VADHOLMA)
- Fronts
- UTRUSTA hinges
- MAXIMERA fully-extending drawers
- UTRUSTA shelves of tempered glass and melamine
- Legs and plinths
- Cover panels
- Deco strips/moldings
- Pre-cut countertops
- Sinks (except FYNDIG sinks)

10-year limited warranty

UTRUSTA wire baskets, TORNVIKEN and VADHOLMA have a 10-year limited warranty.

5-year limited warranty

UTRUSTA push-opener, electrical.

Products not covered under 25, 10, 5 or 2 years limited warranty

Knobs, handles, KNOXHULT kitchen, SUNNERSTA kitchen and FYNDIG sink.

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 limited warranty. 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 limited warranty, IKEA will pay the costs of replacing it and labor and travel that IKEA incurs for staff, provided that the product is accessible for replacement 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.

What is not covered under this limited warranty?

This limited warranty does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents.

Follow our assembly instructions, installation instructions and care instructions carefully. The limited warranties do not apply if products have been placed outdoors or in a humid environment or if the products have been used for non-residential purposes (unless otherwise stated). This limited warranty 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 limited warranty does not cover incidental or consequential damage.

How country and state law applies

This limited warranty gives you general legal rights, and is in addition to your statutory legal rights.

How to reach us if you need assistance

Contact your local IKEA store. You will find the address and phone number to your nearest IKEA store at [IKEA-USA.com/stores](https://www.ikea-usa.com/stores)

Reminder

Save your receipt. It is your proof of purchase and required for the limited warranty to apply.

ENHET kitchen system

What is covered under this Limited warranty?

The 10-year limited warranty is valid for all ENHET products. This limited warranty applies to residential use only.

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 limited warranty. 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 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.

Conditions for the limited warranties

The limited warranties are valid from the date of purchase at IKEA. The original purchase receipt is required as proof of purchase.

Exclusions

The limited warranties do not apply to products that have been stored or assembled incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or wrong cleaning products. This limited warranty 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 limited warranty does not apply if the products have been used outdoors or in a corrosive environment.

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.

Care instructions

To be able to rely on this limited warranty you need to follow the specific care instructions for every product. You will find all care instructions in the IKEA stores and on the IKEA web site: IKEA-USA.com

General legal rights:

This limited warranty gives you specific legal rights. This limited warranty does not, in any way, affect the rights given to you by law.

How to reach us if you need service:

Contact your local IKEA store. You will find the address and phone number at IKEA-USA.com. Save your sales receipt as proof of purchase. Proof of purchase is required for the limited warranties to be valid.

For more information, see the IKEA Kitchen Limited Warranty brochure at IKEA-IKEA.com/warranty.

Kitchen faucets

How long is the limited warranty valid?

The limited warranty for kitchen faucets purchased at IKEA remains in force for ten (10) years from the date of purchase. KALLSJÖN outdoor faucet has a two (2) year limited warranty, valid from the original date of purchase. The original purchase receipt is required as proof of purchase.

What is covered under this limited warranty?

This limited warranty applies to residential use only and covers defects in material and workmanship in all kitchen faucets. Our kitchen faucets are tested well beyond all relevant international standards and we use only top brand components to secure our 10-year limited warranty promise.

This limited warranty 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. This limited warranty 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 limited warranty 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.

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.

Which kitchen faucets are not covered under this limited warranty?

KALLSJÖN outdoor faucet has a 2-year limited warranty, valid from the date of purchase.

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 limited warranty. 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 limited warranty, IKEA will pay the costs of replacing it, labor and travel for staff that IKEA incurs, provided that the product is accessible for replacement without special expenditure. This does not apply to any work not authorized by IKEA. Replaced faucet 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.

How country and state law applies

This limited warranty gives you general legal rights, and is in addition to your statutory legal rights.

How to reach us if you need assistance

Contact your local store or local IKEA customer service. You will find the address and phone number at IKEA-USA.com/stores

Care instructions

To be able to rely on this limited warranty you need to follow the specific care instructions for every product. You will find all care instructions in the IKEA stores and on the IKEA website: IKEA-USA.com

Appliances

How long is the IKEA limited warranty valid?

This limited warranty is valid for five (5) years from the date of purchase. TILLREDA and LAGAN appliances have a two (2) year limited warranty, valid from the original date of purchase. Only valid when this major appliance is operated and maintained according to instructions for use attached to or furnished with the product. If service work is carried out during the limited warranty period, this will not extend the limited warranty period for the appliance, or the new parts.

This limited warranty is valid only in the United States and applies only when the major appliance is used in the country in which it was purchased. Outside the 50 United States, this limited warranty does not apply.

Proof of original purchase date is required to obtain service under this limited warranty.

What does this limited warranty cover?

The limited warranty will pay for factory specified parts and repair labor to correct defects in materials or workmanship that existed when the major appliance was purchased. The exceptions are specified under the headline "What is not covered under this limited warranty?"

Which major appliances are not covered by the IKEA 5-year limited warranty?

TILLREDA and LAGAN appliances have a 2-year limited warranty, valid from the date of purchase.

What will be done to correct the problem?

The designated service company will examine the product and decide, at its sole discretion, if it is covered under this limited warranty. If considered covered, the designated service company will then repair the defect. Your sole and exclusive remedy under this limited warranty shall be product repair as provided herein.

Within the limited warranty period, the costs to remedy the fault e.g., repairs, parts, labor and travel will be covered, provided that the appliance is accessible for repair without special expenditure.

Who will execute the service?

The designated service company will provide the service through its own service operations or authorized service partner network.

What is not covered under this limited warranty?

- Service calls to correct the installation of your major appliance, to instruct you on how to use your major appliance, to replace or repair house fuses, or to correct house wiring or plumbing.
- Service calls to repair or replace appliance light bulbs, air filters or water filters. Consumable parts are excluded from limited warranty coverage.
- Replacement parts or repair labor if this major appliance is used for other than normal, single-family household use or when it is used in a manner that is contrary to published user or operator instructions and/or installation instructions.
- Damage resulting from accident, alteration, misuse, abuse, fire, flood, acts of God, improper installation, installation not in accordance with electrical or plumbing codes, or use of consumables or cleaning products not approved for use.
- Cosmetic damage, including scratches, dents, chips or other damage to the finish of your major appliance, unless such damage results from defects in materials or workmanship and is reported within 30 days from the date of purchase.
- Any food loss due to refrigerator or freezer product failures.
- Pick up and delivery. This major appliance is intended to be repaired in your home.
- Repairs to parts or systems resulting from unauthorized modifications made to the appliance.
- Expenses for travel and transportation for product service if your major appliance is located in a remote area where service by an authorized servicer is not available.
- The removal and reinstallation of your major appliance if it is installed in an inaccessible location or is not installed in accordance with published installation instructions.
- Replacement parts or repair labor on major appliances with original model/serial numbers that have been removed, altered or cannot be easily determined. This limited warranty is void if the factory applied serial number has been altered or removed from your major appliance.
- The cost of repair or replacement under these excluded circumstances shall be borne by the customer.

Disclaimer of Implied Warranties

IMPLIED WARRANTIES, INCLUDING ANY IMPLIED LIMITED WARRANTY OF MERCHANTABILITY OR IMPLIED LIMITED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO FIVE YEARS (TWO YEARS FOR MAJOR APPLIANCES NAMED “LAGAN” AND “TILLREDA”) OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states do not allow limitations on the duration of implied warranties of merchantability or fitness, so this limitation may not apply to you. This limited warranty gives you general legal rights, and you also may have other rights that vary from state to state.

Limitation of Remedies; Exclusion of Incidental and Consequential Damages

YOUR SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN. THE DESIGNATED SERVICE COMPANY SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This limited warranty gives you general legal rights, and you also may have other rights that vary from state to state.

How to reach us if you need our service

Please call the number provided in the documentation that comes with the product. To make sure that we can give you the best assistance, please read the Instructions for Use carefully before contacting us. Please also have the IKEA article number for your appliance at hand before calling us. You'll find this 8 digit number on your receipt as well as on the rating plate of the appliance.

If outside the 50 United States, contact your authorized IKEA retailer to determine if another limited warranty applies.

KASKER quartz countertops

Limited residential lifetime warranty

- Thickness of Caesarstone quartz slabs are $\frac{3}{4}$ " or $1\frac{1}{4}$ " with an allowable variance of $\pm \frac{3}{64}$ ".
- Color may vary slightly from in-store samples.
- Quartz is not perfectly smooth, minor pitting is common and does not affect the performance or constitute a material defect.

Conditions for the limited warranty

- Owner must register warranty on or before 30 days of installation at www.Caesarstoneus.com.
- Original proof of purchase receipt is required.

What is covered under this limited warranty?

- Warranty against any manufacturing performed by the supplier, as well as the correct installation of the product.
- The warranty is effective only if the owner of the countertop is the occupant of an indoor single-family residence.

What is not covered under this limited warranty?

- The warranty does not protect against natural causes (e.g., fire, flood, tornado, etc.).
- Does not cover wear and tear such as stains, scratches, water spots and burns.
- Does not cover failure to comply with care instructions.
- Does not cover chips or damage from abuse or excessive impact.
- Does not cover any products moved from their original place of installation.
- Does not cover repair to electrical, tile or wall surfaces and plumbing modifications possibly required to install the custom countertop.
- Does not cover damages from alterations performed after initial installation.

Care instructions

- Clean with soap and water on a regular basis. For tougher dirt, use warm water and a damp cloth or a Scotch Brite delicate sponge pad with a small amount of non-abrasive cleaner that does not contain bleach.
- Trivets and hot pads must be used when placing hot skillets, pans, crock-pots or other heat generating kitchenware on the surface.
- Using cutting boards and taking care not to drop or move heavy objects on the surface will help to ensure long-lasting beauty.

Planning needs

- For KASKER custom quartz countertop planning needs and term and conditions, please see a co-worker at your local IKEA store.

Save the receipt

It is your proof of purchase and required for the limited warranty to apply. If anything happens, or if you're not satisfied, just contact IKEA at [IKEA-USA.com/contactus](https://www.IKEA-USA.com/contactus)

