

廚房品質保證

Kitchen guarantee

2年
years
品質保證
Guarantee

10年
years
品質保證
Guarantee

25年
years
品質保證
Guarantee



香港宜家家居為下列廚房系列產品及服務提供之品質保證：

- 25年品質保證：METHOD廚櫃系列、LAXNE及KASKER訂造櫃台板
- 10年品質保證：ENHET廚櫃系列、廚房冷熱水龍頭、UTRUSTA網籃、TORNVIKEN及VADHOLMA開放式貯物櫃
- 2年品質保證：TILLREDA電器
- 6個月METHOD廚櫃安裝保證：宜家家居廚櫃安裝服務

本品質保證範圍包括什麼？

「25年品質保證」適用於在家自用的METHOD廚櫃系列，以下組件於製造過程中所引致的結構性問題，包括廚櫃櫃框、面板、櫃腳、邊板、修飾條、星盆(不包括FYNDIG)、飾面櫃台板、UTRUSTA門鉸、MAXIMERA櫃內抽屜、UTRUSTA強化玻璃及蜜胺樹脂層板、LAXNE及KASKER訂造櫃台板無故變色或變形。

「10年品質保證」適用於在家自用的廚櫃，其製造過程中所引致的結構性問題，包括ENHET廚櫃系列、所有廚房冷熱水龍頭、UTRUSTA網籃、TORNVIKEN及VADHOLMA開放式貯物櫃。

「2年品質保證」適用於在家自用的TILLREDA電器，其因製造過程中所引致的缺陷，或因製造物料的缺陷而引起的故障。

「6個月METHOD廚櫃安裝保證」適用於香港宜家家居的廚櫃安裝服務，其安裝過程中所引致上述廚櫃系列產品的損壞。

有效期均由首次購買該產品的日期起計算。顧客必須出示由香港及澳門宜家家居發出之有效發票或網上購物付款證明之正本/影印本或其照片，以證明首次及其後的更換日期，方可享有有關品質保證。

本品質保證不包括什麼？

- 門柄及把手、
- KNOXHULT及FYNDIG系列的所有產品；
- 上述廚櫃系列產品曾以不正確的方法貯存或組裝、經不當使用、濫用、作商業用途、誤用、更改用途，或以不當的清潔方法或清潔劑處理；
- 任何正常的損耗、割痕、刮痕、不當的屈折、或因撞擊、意外引致的損壞；
- 上述廚櫃系列產品並非依照隨產品附上的安裝說明書所提供的方法組裝；
- 上述廚櫃系列產品因受到任何外在因素的表面損毀，例如陽光下曝曬、外來熱力、濕氣、灰塵、塵蟎、安裝非本公司的星盆及水龍頭、或於訂造櫃台板安裝嵌入式四頭煮食爐等引致的問題；
- 本品質保證並不適用於特價陳列品或未能提供發票或網上購物訂單發票付款證明之正本/影印本或其照片之產品；
- 「6個月廚櫃安裝保證」不適用於非本公司安裝的櫃台板、星盆及水龍頭、或任何其他未獲香港宜家家居授權之工程。

香港宜家家居如何處理本品質保證之申請？

香港宜家家居會因應顧客所提出有關該廚房系列產品出現的結構性問題作出檢驗。經檢驗及向生產商查詢(如需要)後，香港宜家家居會全權決定該產品是否適用於本品質保證並保留最終決定權。

本品質保證是如何運作？

本品質保證之申請經確認後，香港宜家家居會全權決定修理或退換有問題之產品：

- 香港宜家家居會代為修理或退換相同或近似型號的產品。若首次購買的產品為缺貨產品，顧客可退換相同價值或同類產品，若顧客換購售價較高的同類產品，需另補差額。若顧客換購售價較低的同類產品，差額將不獲退回。
- 已退換的新產品所享的廚櫃品質保證，將會由首次購買該產品的日期起計算之有關剩餘日期。
- 要求退換的產品必須同時退回香港宜家家居。

保養說明

櫃框、門板、層板及抽屜

- 宜家家居建議用濕布清潔櫃框、層板及其他木製表面，需要時可配合不含氨水、酒精、漂白劑或磨砂粉的溫和清潔劑。擦拭後，以清水過淨，然後用清潔的乾布抹乾。若濺上任何液體，應立即抹走，切勿讓液體留在表面。
- 切勿將咖啡壺、電熱水煲等器具放在櫃內，以免蒸氣升起時影響櫃框下側和櫃門，可能因受潮而膨脹。
- 我們建議在櫃內放置VARIERA抽屜墊，既方便清理，又可防止廚櫃免受刮花及弄污。

不銹鋼星盆

- 每次使用後，請用濕布或海綿清潔星盆，需要時可用不含磨砂成分的清潔劑。用清水過淨後，再用乾布抹乾，以免留下水漬。同時，應把洗碗用的清潔劑抹走，以免留痕。切勿用砂粉、鋼絲或尖銳工具清潔星盆，以免刮花不銹鋼表面，應用軟布或海綿擦拭。

LAXNE及KASKER訂造櫃台板

- 日常清理訂造櫃台板，只需用柔軟的濕布清潔即可。需要時可配合溫和的清潔劑或肥皂。每次均需用清潔的抹布抹乾。
- 切勿用鋼製洗刷用具、百潔布、酸性清潔劑及清潔用品清潔訂造櫃台板，以免刮花表面。
- 切勿直接在櫃台板上使用刀具、或在櫃台板上拖拉粗糙表面的物品，應使用砧板隔開。
- 我們不建議在LAXNE及KASKER訂造櫃台板上使用四頭煮食爐。

實木櫃台板

- 宜家家居的實木櫃台板於加工時表面已塗上一層保護油。但在組裝木櫃台板前，亦應先塗上宜家家居的保護油，不僅可防水防污，更為表面添上光澤，方便清潔。組裝後首周應隔日塗上保護油，之後每三日塗抹一次，直至保護油完全滲透木材為止。
- 為了保持櫃台板新簇耐用，每年應塗抹保護油三至五次，星盆及爐頭附近位置則要塗抹得更頻密。

飾面櫃台板

- 日常清理飾面櫃台板時，只需用濕布清潔即可，需要時可配合溫和的清潔劑。切勿用含磨砂粉、氨水或漂白劑的清潔劑。清潔後再用清潔的乾布抹乾。
- 切勿直接在櫃台板表面使用刀或其他尖銳器具，務必使用砧板切割。切勿把熱燙物件直接放在櫃台板上，應放在鍋架上，以保護櫃台板表面。若發現玻璃膠因長年使用而脫落、老化或變硬，請立即換上全新的玻璃膠，密封與星盆對接的範圍。

TILLREDA雪櫃

- 定期以溫水及少量中性肥皂清潔雪櫃內部及配件。
- 定期檢查櫃門的密封墊，並擦拭乾淨，以確保其清潔及無碎屑。
- 如果可以觸及，清潔雪櫃背面的冷凝器及壓縮機。這樣可改善電器性能，並且節省電源。

TILLREDA電磁爐

- 每次使用後，請先關閉電磁爐，並待其冷卻後才切斷電源。請先從插座拔下電器再進行清理。切勿用刀具或其他尖銳器具進行清潔。

TILLREDA微波爐

- 清潔前，請務必切斷電器電源，並用略濕的布清潔微波爐內部及按常規方法在肥皂水中清洗附件。
- 請勿使用粗糙的研磨性清潔劑或鋒利的金屬刮刀清潔爐門玻璃，這會刮傷表面，並可能導致玻璃破碎。

IKEA HK will provide Guarantees to the following kitchen series and service:

- 25-year Guarantee: METHOD kitchen series, LAXNE and KASKER custom made worktops
- 10-year Guarantee: ENHET kitchen series, Kitchen mixer taps, UTRUSTA wire baskets, TORNVIKEN and VADHOLMA open cabinets
- 2-year Guarantee: TILLREDA appliances
- 6-month METHOD kitchen installation guarantee: IKEA kitchen installation service

What is covered under this guarantee?

The “25-year guarantee” applies to domestic use only and covers structural manufacturing defects in material of the following parts of the METHOD kitchen system: cabinet frames, door fronts, legs, cover panels, deco strips, sinks (except FYNDIG), laminate worktops, UTRUSTA hinges, MAXIMERA inside drawers, UTRUSTA shelves of tempered glass and melamine, abnormal colour or shape changes of LAXNE and KASKER custom made worktops.

The “10-year guarantee” applies to domestic use only and covers structural manufacturing defects in materials of the following: ENHET kitchen series, all kitchen mixer taps, UTRUSTA wire baskets, TORNVIKEN and VADHOLMA open cabinet.

The “2-year guarantee” applies to domestic use only and covers faults of the TILLREDA appliances, which have been caused by faulty construction or material faults.

The “6-month METHOD kitchen installation guarantee” applies to kitchen installation service and covers the damages of the kitchen series products mentioned above caused by installation.

All guarantees are valid from the original date of the first purchase of the product. In order to rely on this guarantee, proof of purchase by presenting the original, copy or photo of sales memo or the print-out of Online sales order invoice issued by IKEA Hong Kong/Macau is required to evidence the first purchase and all subsequent replacements.

What is not covered under this guarantee?

- Knobs and handles
- All products in KNOXHULT and FYNDIG.
- Kitchen series mentioned above that has been stored/installed incorrectly, used inappropriately, abused, for business use, misused, altered, or cleaned with wrong cleaning methods or cleaning products.
- Normal wear and tear, cuts or scratches, abnormal bending, damage caused by impacts or accidents.
- Kitchen series mentioned above that has not been assembled in accordance with the assembly instructions that accompanies the product.
- Surface damages caused by external factors such as exposure to the sun, external heating, dampness, dust, mites, installation of non-IKEA sinks and taps, or installation of four-head built-in hob into the custom made worktop, etc.
- This guarantee does not apply to bargain items, or any products without the original, copy or photo of sales invoice.
- The “6-month kitchen installation guarantee” will not cover the worktops, sinks and taps which not installed by IKEA HK, or any other works not authorised by IKEA HK.

How does IKEA HK determine on any claim for this Guarantee?

IKEA HK will examine the structural manufacturing defects of the kitchen products as alleged by the customer. After examination of the kitchen product and consultation with the manufacturer (as needed), IKEA HK shall determine in its sole discretion whether the product is covered under this guarantee. All decisions by IKEA HK shall be final.

How does this Guarantee scheme work?

Subject to confirmation that this guarantee shall apply, IKEA HK shall in its sole discretion either repair or replace a defective product as follows:

- IKEA HK shall either repair the product or replace it with a new one of the same or similar model. No credit will be given to any service charges. If the model of the product the customer first purchased is out of stock, the customer may choose a new product of equal value or a different model of the same category. If the customer chooses a more expensive product, the customer shall pay the difference. If the customer chooses a cheaper product, the balance will be forfeited.
- The guarantee period of the replacement product under kitchen guarantee shall be the respective remaining balance of days from the date of the first purchase.
- The product under guarantee must be returned to IKEA HK at the time of replace.

Care instructions

Cabinet frames, doors, shelves and drawers

- IKEA recommends using a soft cloth dampened with water or a mild cleaner, if necessary, for cleaning your cabinet frames, shelves and other wooden surfaces. Avoid any agents that contain ammonia, alcohol, bleach or an abrasive. Rinse with clean water, then dry with a clean, dry cloth. If you happen to spill, do not allow the liquid to stay in contact with the surfaces, wipe off immediately.
- Don't place e.g. the coffee maker or electric kettle inside the cabinet, in order to avoid the steam flows up against the underside of the cabinet frame and doors. Exposure to heat and the high humidity increase the risk that the worktop or door may absorb moisture and swell.
- VARIERA drawer mat is recommended to place inside the cabinet for easy cleaning and protect the cabinet from scratches & dirt.

Stainless steel sinks

- After each use, wipe the sink clean with a cloth or sponge dampened in water or a non-abrasive detergent. Clean with water and then wipe the sink with a dry cloth to avoid lime stains from dried-up water. You should also wipe up washing-up detergent or cleaner to avoid stains. Do not use scouring-powder, steel wool, hard or sharp tools which can scratch the stainless steel surface. Always wipe with a soft cloth or sponge.

LAXNE and KASKER custom made worktops

- For daily cleaning of custom made worktop, simply use a soft cloth dampened in water and a mild washing-up detergent or soap, if necessary. Always wipe dry with a clean cloth.
- Do not use steel scourer, scourer pad, scouring agent or similar products as they can scratch the surface.
- Don't work with a knife directly on the worktops, or pull an object with rough or ragged edges across the worktop; always use a chopping board.
- Four-head built-in hob is not recommended to use with LAXNE custom made worktop.

Solid wood worktops

- Our solid wood worktops are factory-treated with one coat of wood oil. Please remember, however, to oil a wooden worktop with IKEA wood treatment oil before installing it. The oil prevents water from penetrating the surface, protects the surface from stains, and gives it an attractive lustre that is easy to keep clean. The first week after installation, treat the worktop every other day, and after that once every three days until the wood is saturated.
- To maintain the appearance and function of your worktop, oil it about 3 to 5 times a year and more regularly around sinks and cooktops.

Laminated worktops

- For daily cleaning of laminated worktops, simply use a cloth damped in water or a mild cleaner, if necessary. Do not use cleaners containing abrasives, ammonia or bleaching agent. Wipe dry with a clean, dry cloth.
- Don't work with a knife or other sharp instrument directly on the worktop; always use a chopping board. Don't put hot objects directly on the worktop; always use a pot stand to protect the surface. Replace with completely new sealant to junction and sink connection areas immediately once found existing sealant detaching, ageing or turning hard after wear & tear.

TILLREDA fridge

- Regularly clean the inside and accessories with lukewarm water and some neutral soap.
- Regularly check the door seals and wipe clean to ensure they are clean and free from debris.
- If accessible, clean the condenser and the compressor at the back of the appliance.
This operation will improve the performance of the appliance and save electricity consumption.

TILLREDA induction hob

- After each use, switch the induction hob off and let it cool down before disconnecting it. Disconnect the induction hob from the wall socket before cleaning. Do not use scraper or other sharp tools for cleaning.

TILLREDA microwave

- Before cleaning, be sure to unplug the appliance from the power supply. Clean the cavity of the oven with a slightly damp cloth and clean the accessories in the usual way in soapy water.
- Do not use harsh abrasive cleaners or sharp metal scrapers to clean the oven door glass since they can scratch the surface, which may result in shattering of the glass



請妥善保存訂購貨品單據和付款證明 (正本/影印本/照片)。

Please keep all your original sales invoice by either form of original/copy/photo.

香港宜家家居保留最終修訂此保證之條款及細則之權利。

若有任何爭議，所有條款及細則均以英文版本為準。

如有查詢，請致電 客戶支援中心熱線 3125 0888

All decisions of IKEA HK shall be final.

In the event of discrepancy, the English version shall prevail.

For enquiries, please call IKEA customer support centre hotline 3125 0888

