

SENSUELL
煮食用具品質保證
Cookware guarantee

25年
Years
品質保證
Guarantee



只有優質的煮食用具，才能應付日常生活的需要。SENSUELL煮食用具系列經過嚴格測試，不但符合香港宜家家居對品質、安全及耐用程度的標準，更達到家用煮食用具的最高要求。香港宜家家居為SENSUELL煮食用具系列提供25年品質保證，但顧客應按照香港宜家家居的保養說明使用產品。此品質保證受本文件所載的條款及細則約束。

Everyday life at home puts high demands on our range of cookware products. Our range of SENSUELL cookware is rigorously tested to comply with our strict standards for quality, safety and durability as well as with the highest standards for domestic use. We therefore guarantee that SENSUELL cookware will last for 25 years of normal domestic use, provided that our care instructions are followed. This guarantee is subject to the terms and conditions stated in this folder.



香港宜家家居為SENSUELL煮食用具系列產品提供「25年品質保證」(下稱「本品質保證」)

本品質保證範圍包括什麼？

本品質保證範圍包括SENSUELL煮食用具，於製造過程中所引致的結構性問題。只要按照宜家居的保養說明使用產品，我們保證SENSUELL煮食用具能滿足日常家居需要(每日煮食及洗滌一次)，有效期為香港宜家居首次購買發票日期起計算25年內。顧客必須出示由香港及澳門宜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。

本品質保證範圍包括：

- 煮食用具底部，保證底部能夠保持原狀及有效導熱。
- 即使使用家用洗碗碟機清洗煮食用具，本品質保證仍然有效。

SENSUELL煮食用具系列



SENSUELL 連蓋鍋
5.5升，不銹鋼



SENSUELL 平底鑊
Ø28cm，不銹鋼



SENSUELL 連蓋鍋
4升，不銹鋼



SENSUELL 平底鑊
Ø24cm，不銹鋼



SENSUELL 平底鍋
3升，不銹鋼



SENSUELL 連蓋煎鍋
2.4升，不銹鋼

本品質保證不包括什麼？

- 除非嚴重影響廚具功能，否則本品質保證範圍並不包括煮食用具外觀上的變化；
- 本品質保證不適用於以不正確方式貯存，又或以不適當方式使用、濫用、誤用、修改，或以不當清潔方式或清潔產品清潔的煮食用具；
- 本品質保證範圍並不包括正常的磨損、破裂、割痕或刮痕，又或因撞擊或意外引致的損壞；
- 本品質保證將不適用於曾放置在戶外或潮濕環境的產品；
- 本品質保證並不包括附帶或衍生性破損；
- 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。

香港宜家居如何處理本品質保證之申請？

香港宜家居會因應顧客所提出有關SENSUELL煮食用具系列產品於製造過程中出現的結構性問題而作出檢驗。經檢驗及向生產商查詢(如需要)後，香港宜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退換有問題之產品：

- 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「SENSUELL煮食用具25年品質保證」，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分店之顧客服務部。

保養說明

SENSUELL煮食用具系列

- 所有不銹鋼塗層的煮食用具均可以洗碗碟機清洗。
- 切勿使用鋼絲刷或粗糙的海綿清潔煮食用具，以免刮花表面。
- 用不銹鋼塗層鍋煮食時，應於水沸後才加鹽，以免形成鹽漬，腐蝕鍋具。
- 煮食用具冷卻後底部會出現輕微凹陷，但加熱後會變平。因此，清洗前應先讓煮食用具冷卻，讓底部回復原狀，防止煮食用具永久變形。另外，切勿讓煮食用具內的水份燒乾，以免底部過熱變形。

IKEA HK will provide 25-year Guarantee to the SENSUELL cookware series (“this Guarantee”)

What is covered under this guarantee?

This guarantee covers structural manufacturing defects of cookware in the SENSUELL series. Provided that our care instructions are followed, we guarantee that our range of SENSUELL cookware products will work as well as they did, subject to normal everyday domestic use (cooking and washing once a day). The guarantee is valid for 25 years 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.

This guarantee will cover:

- We guarantee that the base of the cookware will retain its shape and therefore its heat conducting qualities;
- The guarantee is also valid if you wash your cookware in a domestic dishwasher.

SENSUELL cookware series



SENSUELL Pot with lid
5.5L, stainless steel



SENSUELL Pot with lid
4L, stainless steel



SENSUELL Sauteuse
3L, stainless steel



SENSUELL Frying pan
Ø28cm, stainless steel



SENSUELL Frying pan
Ø24cm, stainless steel



SENSUELL Saucepan with lid
2.4L, stainless steel

What is not covered under this guarantee?

- This guarantee does not cover changes in the appearance of the cookware unless they have a significant effect on function.
- This guarantee does not apply to products that have been stored incorrectly, used inappropriately, abused, misused, altered, or cleaned using the wrong cleaning methods or cleaning products.
- This guarantee does not cover normal wear and tear, cuts or scratches, or damage caused by impacts or accidents.
- This guarantee does not apply if the product has been placed outdoors or in a humid environment.
- This guarantee does not cover consequential or incidental damage.
- This guarantee does not apply to bargain items, or any products without the original, copy or photo of sales invoice.

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

IKEA HK will examine the structural manufacturing defects of products from SENSUELL cookware series as alleged by the customer. After examination of the 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 replace a defective product as follows:

- If the model of the product the customer first purchased is out of stock, he may choose a new product of equal value or 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 shall be the balance of the 25 years from the date of the first purchase.
- The product under guarantee must be returned to our Customer Service Counter in our stores in Hong Kong at the time of replace.

Care instructions

SENSUELL cookware series

- All cookware with a stainless steel coating can be washed in a dishwasher.
- Steel wool or abrasive sponges should never be used to clean the cookware since they can damage the surface.
- When cooking food in a pot with a stainless steel coating, always add salt to the water after the water has been brought to the boil. Adding salt to cold water can cause salt stains that will eventually cause corrosion.
- The base of a cookware is slightly concave when cold, but expands to flatten out when heated. Because of this, you should always leave the cookware to cool off before cleaning it. This allows the base to resume its shape and helps to prevent it from becoming uneven with use. It is also important that you never let the cookware boil dry, because this can cause the base to become distorted.



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

