

VARDAGEN 煮食用具品質保證

Cookware guarantee

5 years
品質保證
Guarantee

25 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。
VARDAGEN煮食用具系列經過嚴格測試，確保煮食用具
適合日常使用，更提供品質保證。顧客只要按照
香港宜家家居的保養說明，在家中正常使用產品
(每日煮食及洗滌一次)，煮食用具便能耐用多年。
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 cookware.
VARDAGEN cookware is rigorously tested to cope with everyday use.
We guarantee the function of VARDAGEN cookware. That means that
they will still work as well as they did when they were new,
provided that our care instructions are followed and they are
subjected to normal domestic use (cooking and washing once a day).
This guarantee is subject to the terms and conditions stated
in this folder.



香港宜家家居為VARDAGEN煮食用具系列產品提供品質保證：

- 5年品質保證：琺瑯鋼煮食用具系列
- 25年品質保證：碳鋼煮食用具系列
- 25年品質保證：生鐵煮食用具系列

本品質保證範圍包括什麼？

本品質保證範圍包括VARDAGEN琺瑯鋼、碳鋼及生鐵煮食用具系列，於製造過程中所引致的結構性問題。於一般家居用途情況下，顧客只要按照宜家家居的保養說明使用產品，產品在保證期內將會正常操作。一般家居用途指每天使用及洗滌煮食用具一次。

有效期為香港宜家家居首次購買發票日期起計算。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；
- 即使手洗本煮食用具，本品質保證仍然有效。

VARDAGEN 琺瑯鋼煮食用具系列



VARDAGEN 連蓋平底鍋
2升，琺瑯鋼



VARDAGEN 連蓋鍋
3升，琺瑯鋼



VARDAGEN 連蓋鍋
5升，琺瑯鋼

VARDAGEN 碳鋼煮食用具系列



VARDAGEN 平底鑊
13cm，碳鋼



VARDAGEN 平底鑊
20cm，碳鋼



VARDAGEN 平底鑊
24cm，碳鋼



VARDAGEN 平底鑊
28cm，碳鋼

VARDAGEN 生鐵煮食用具系列



VARDAGEN
烤鑊
28×28cm，生鐵



VARDAGEN
平底鑊
28cm，生鐵



VARDAGEN
連蓋平底鍋
5L，生鐵



VARDAGEN
連蓋鍋
3L，生鐵



VARDAGEN
連蓋鍋
5L，生鐵

本品質保證不包括什麼？

- 除非嚴重影響煮食用具功能，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VARDAGEN煮食用具系列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「VARDAGEN煮食用具品質保證」，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

VARDAGEN 琺瑯鋼煮食用具系列

- 所有琺瑯鋼煮食用具只可手洗。
- 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。
- 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。
- 琺瑯鋼鍋具適合用於所有爐具及焗爐。

VARDAGEN 碳鋼及生鐵煮食用具系列

- 所有碳鋼/生鐵煮食用具只可手洗。
- 使用前，需為碳鋼/生鐵煮食用具上保護層。首先，在鍋面塗上少量的食用油，再將鍋具置於最高溫度150°C的焗爐或爐具上加熱至少1小時。鍋具冷卻後擦掉多餘的食用油。全新鍋具需重覆以上步驟三次，之後只需間中保養一次。如出現腐蝕或有食物殘渣，或食物燒焦或黏鍋，可用鋼絲絨或研磨海綿清潔鍋具，之後依照以上步驟重新上保護層。
- 鍋具使用後，於水中手洗或用刷清洗。鍋具還有餘溫時會較容易清洗。清洗後請擦拭乾淨。
- 碳鋼/生鐵鍋具適用於所有的爐具和焗爐。
- 不可使鍋具暴露於溫度極速變化的環境下，例如將冰箱裡拿出鍋具直接放到爐具上加熱。

IKEA HK will provide Guarantee to the VARDAGEN cookware series

- 5-year Guarantee: Enamelled steel cookware series
- 25-year Guarantee: Carbon steel cookware series
- 25-year Guarantee: Cast iron cookware series

What is covered under this Guarantee?

This guarantee covers function, materials and workmanship in all cookware in the VARDAGEN series. This means that, in normal domestic use and provided that our care instructions are followed, the cookware will still work as well as it did during the guarantee period. In this instance, normal use is defined as using an item for cooking and washing it once a day.

The guarantee is 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.

This guarantee will cover:

- Stability of the base. In other words, the base of the cookware remains flat to conduct heat efficiently.
- The guarantee is still valid if you wash your cookware by hand.

VARDAGEN enamelled steel cookware series



**VARDAGEN
Saucepan with lid**
2L, enamelled steel



VARDAGEN Pot with lid
3L, enamelled steel



VARDAGEN Pot with lid
5L, enamelled steel

VARDAGEN carbon steel cookware series



VARDAGEN frying pan
13cm, carbon steel



VARDAGEN frying pan
20cm, carbon steel



VARDAGEN frying pan
24cm, carbon steel



VARDAGEN frying pan
28cm, carbon steel

VARDAGEN cast iron cookware series



**VARDAGEN
grill pan**
28x28cm, cast iron



**VARDAGEN
frying pan**
28cm, cast iron



**VARDAGEN
casserole with lid**
5L, cast iron



**VARDAGEN
pot with lid**
3L, cast iron



**VARDAGEN
pot with lid**
5L, cast iron

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 with 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 damages.
- 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 VARDAGEN 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 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 this guarantee shall be the respective remaining balance of days 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

VARDAGEN enamelled steel cookware series

- All enamelled steel cookware can only be washed by hand.
- Steel wool or abrasive sponges should never be used to clean the cookware since they can damage the surface.
- 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 the base then becomes skew.
- Enamelled steel cookware is suitable for use in all kinds of hobs and oven safe.

VARDAGEN carbon steel and cast iron cookware series

- All carbon steel/cast iron cookware can only be washed by hand.
- A carbon steel/cast iron pot/pan needs to be seasoned. To season a carbon steel/cast Iron pot or pan, rub a small amount of oil onto all surfaces. Then heat the pot/pan in the oven or on the hob at max. 150°C (300°F) for a minimum of one hour. Leave the pot/pan to cool and wipe off excess oil. This treatment should be repeated three times when the product is new. After seasoning the pot/pan these three times, it only needs to be treated once in a while. If corrosion or food stains arise, or if food burns and sticks, the pot/pan can be cleaned with steel wool or an abrasive sponge and then re-seasoned.
- Clean the cookware after use by washing by hand in water using a brush. If you wash the pan/pot while it is still warm it will be easier to clean. Wipe dry carefully after cleaning.
- Carbon steel/cast Iron cookware is suitable for use in all kinds of hobs and oven safe. Do not expose the pan to great changes in temperature, e.g. by taking it directly from the fridge and putting it on the hob.



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

