

# 廚房品質保證

Kitchen guarantee

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居家廚房使用相當頻繁，因此，我們對IKEA廚房進行了嚴格的測試，以確保其荷重、耐高溫，並經得起日常使用。

我們保證，METHOD系統廚具，在25年保固期間內不會有任何材料和製造上的瑕疵。

另外對於ENHET系統廚具、廚房水龍頭，我們提供10年品質保證（FYNDIG、KNOXHULT、LILLTRÄSK系列除外）。

上述品質保證僅適用於一般家庭室內正常情況使用，並確實依據產品的保養及使用說明之情況下。本產品保證以本手冊內文的條款和細則為準。

#### 我們保證：

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METHOD系統廚具，在25年保固時間內不會有任何材料和製造上的瑕疵。

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ENHET系統廚具、廚房水龍頭，我們提供10年品質保證。

**2**

TILLREDA電器，我們提供2年品質保證。



## 保固的內容：

- 25年品質保證：METHOD廚櫃系列
- 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

## 本品質保證範圍包含什麼？

本保固包含以下METHOD廚房系統的產品：

- 櫃框(TUTEMO、TORNVIKEN、VADHOLMA系列除外)
- 門板
- UTRUSTA 鉸鏈
- MAXIMERA、EXCEPTIONELL全開式抽屜
- UTRUSTA 強化玻璃層板和美耐皿層板
- 櫃腳和踢腳板
- 蓋板
- 飾條
- 美耐板及實木貼皮檯面 (LILLTRÅSK系列除外)
- 水槽 (FYNDIG水槽除外)
- LILLVIKEN排水管/落水頭

## 保固期限

每項品質保證都有其標示的保固期限，保固期限自購買日期起生效。當原始購買人轉售或轉讓該產品時，即為保固期限的終止期。顧客需要保固服務時，請聯繫原購買之IKEA分店，並出示原始購買證明，保固服務方可生效，故請妥善保存購買證明以利享有品質保證服務。

## 哪些產品不適用於本保固？

門鈕、把手、LILLTRÅSK檯面、FYNDIG水槽及所有不在上述保固產品範圍內的商品(廚房家電由本地供應商提供售後服務，不在本保固範圍內)。

另外，對於ENHET系統廚具、廚房水龍頭、UTRUSTA網籃TUTEMO、TORNVIKEN、VADHOLMA開放式廚櫃，我們提供10年品質保證。

## 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，以清水洗淨，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、電熱水瓶等器具放在櫃內，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髒。

### 不銹鋼水槽

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

### 實木貼皮檯面

- 宜家家居的實木貼皮檯面於加工時表面已塗上一層保護油。但在組裝實木貼皮檯面前，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，直到保護油完全滲透木材為止。
- 為了保持檯面耐用，每年應塗抹保護油三至五次，水槽及瓦斯爐附近位置則要塗抹得更頻繁。

### 美耐板檯面

- 日常清理美耐板檯面時，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擦乾。
- 切勿直接在檯面上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檯面上，應放在鍋架上，以保護檯面表面。若發現矽利康因長年使用而脫落、老化或變硬，請立即換上全新的矽利康，密封與水槽對接的範圍。

### 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。

### 廚房水龍頭

- 第一次使用前，先打開水龍頭，讓水流通。拆下濾/加氣裝置，打開水龍頭，讓水流通5分鐘，再裝回該裝置。每日清潔浴室水龍頭時，用沾溼的軟布擦拭，必要時可使用溫和清潔劑或肥皂。不可用去污粉、鋼絲絨、溶解鈣的酸性物質，或含有酒精、研磨成份的清潔劑。用水沖洗，再用乾淨的乾布擦乾/擦亮。為清除鈣質沉澱，可用一般稀釋過的白醋水擦拭，再用清水沖洗。我們建議偶爾拆除浴室水龍頭上的濾器/加氣裝置，清理水龍頭。濾器/加氣裝置有殘留鈣質時，可用醋液清洗。
- 請詳閱產品所附的保養與使用說明。

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 weights, high temperatures and everyday use.

We offer you a 25-year guarantee that covers defects in the material and workmanship on the METOD kitchen system. We offer you a 10-year guarantee that covers defects in the material and workmanship on the ENHET kitchen system. All indoor kitchen mixer taps have a 10-year guarantee and TILLREDA appliances have a 2-year guarantee.

This guarantee is valid for domestic kitchen use and is subject to the terms and conditions stated in this folder.

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The METOD kitchen system has a 25-year guarantee.

**10**

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

**2**

TILLREDA appliances have a 2-year guarantee.

### **Products covered under 25, 10 or 2 years guarantee:**

- 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

### **What is covered under this guarantee?**

25-year guarantee

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

- Cabinet frames (except for TUTEMO, VADHOLMA and TORNVIKEN)
- Fronts
- UTRUSTA hinges
- MAXIMERA fully-extending drawers
- EXCEPTIONELL fully-extending push-to-open drawers
- UTRUSTA shelves of tempered glass and melamine
- Legs and plinths
- Cover panels
- Deco strips/mouldings
- Worktops (except LILLTRÄSK series)
- Sinks (except FYNDIG sinks)
- LILLVIKEN water trap/strainer

### **Guarantee duration**

Each product guarantee is marked with coverage duration. Our guarantees start on the day of purchase. If a product is resold or given away by the original owner, the guarantee becomes invalid. When making a claim, please visit the store where the product was originally purchased, and the customer will need to bring the original invoice and the stamped guarantee card for claim validation. Please keep the original invoice and the stamped guarantee card in case of guarantee claim.

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

Door knobs, handles, solid wood and veneer worktop series, LILLTRÄSK worktops, FYNDIG sinks and other products that are not mentioned in the above list (The after-sales services of kitchen appliances are provided by local suppliers and are not covered under this guarantee.)

We offer a 10-year guarantee for all ENHET system kitchen series, kitchen taps, UTRUSTA wire basket, TUTEMO, TORNVIKEN and VADHOLMA open cabinets.

### **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.

### **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 dampened 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 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.

### **Kitchen tap**

- Let water run through the mixer tap before using it for the first time. Screw off the Filter/aerator and run water through it for about 5 minutes. Then screw it back on again. For daily cleaning of the tap, use a soft damp cloth with a mild washing up detergent or soap, if necessary. Never use scouring powder, steel wool or detergents that contain calcium-dissolving agents, alcohol or abrasives. Rinse with water and dry/polish with a clean dry cloth. To remove calcium deposits, use ordinary white vinegar diluted in water and rinse with plain water. We recommend removing the aerator on the tap and cleaning it now and then. If the aerator has a build-up of calcium, soak it with vinegar solution.
- Please read through the care and handling instructions included in the product.

## 如何保存保固資料?

### 宜家卡卡友

店內卡友機台「商品保固」頁面登記相關資訊(結帳時請務必出示卡友身份)。

### 非宜家卡卡友

將手中發票 (包含證明聯及明細聯) 拍照保存。

## How to keep the guarantees information?

### IKEA Family card member:

Please register relevant information on the “Product Guarantee” page of the IKEA family kiosk in the store (please remember to show your IKEA family identity when you checkout).

### Non-IKEA Family card member:

Please take and save a photo of the invoice (including the certificate and details).

