

GB

DE

MATMÄSSIG



Design and Quality
IKEA of Sweden

Contents

Safety information	4	Installation	16
Safety instructions	6	Electrical connection	16
Product description	8	Technical data	18
Daily use	9	Energy efficiency	19
Hints and tips	12	ENVIRONMENTAL CONCERNS	19
Care and cleaning	13	IKEA GUARANTEE	20
Troubleshooting	14		

Subject to change without notice.

Safety information

Before the installation and use of the appliance, carefully read the supplied instructions. The manufacturer is not responsible if an incorrect installation and use causes injuries and damages. Always keep the instructions with the appliance for future reference.

Children and vulnerable people safety

- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved.
- Do not let children play with the appliance.
- Keep all packaging away from children and dispose of it appropriately.
- Keep children and pets away from the appliance when it operates or when it cools down. Accessible parts are hot.
- If the appliance has a child safety device, this should be activated.
- Children shall not carry out cleaning and user maintenance of the appliance without supervision.

- Children aged 3 years and under must be kept away from this appliance when it is in operation at all times.

General Safety

- **WARNING:** The appliance and its accessible parts become hot during use. Care should be taken to avoid touching heating elements. Children less than 8 years of age shall be kept away unless continuously supervised.
- Do not operate the appliance by means of an external timer or separate remote-control system.
- **WARNING:** Unattended cooking on a hob with fat or oil can be dangerous and may result in fire.
- **NEVER** try to extinguish a fire with water, but switch off the appliance and then cover flame e.g. with a lid or a fire blanket.
- **CAUTION:** The cooking process has to be supervised. A short term cooking process has to be supervised continuously.
- **WARNING:** Danger of fire: Do not store items on the cooking surfaces.
- Metallic objects such as knives, forks, spoons and lids should not be placed on the hob surface since they can get hot.
- Do not use a steam cleaner to clean the appliance.
- After use, switch off the hob element by its control and do not rely on the pan detector.
- If the glass ceramic surface / glass surface is cracked, switch off the appliance to avoid the possibility of electric shock.
- If the supply cord is damaged, it must be replaced by the manufacturer, the Authorised Service Centre or similarly qualified persons in order to avoid a hazard.
- **WARNING:** Use only hob guards designed by the manufacturer of the cooking appliance or indicated by the manufacturer of the appliance in the instructions for use as suitable or hob guards incorporated in the appliance. The use of inappropriate guards can cause accidents.

Safety instructions

Installation



Warning! The appliance must be installed by the authorised installer.

- Remove all the packaging.
 - Do not install or use a damaged appliance.
 - Follow the installation instruction supplied with the appliance.
 - Keep the minimum distance from the other appliances and units.
 - Always take care when moving the appliance as it is heavy. Always use safety gloves and enclosed footwear.
 - Seal the cut surfaces with a sealant to prevent moisture to cause swelling.
 - Protect the bottom of the appliance from steam and moisture.
 - Do not install the appliance adjacent to a door or under a window. This prevents hot cookware to fall from the appliance when the door or the window is opened.
 - If the appliance is installed above drawers make sure that the space, between the bottom of the appliance and the upper drawer, is sufficient for air circulation.
 - The bottom of the appliance can get hot. Make sure to install a non-combustible separation panel under the appliance to prevent access to the bottom. Refer to the Assembly Instructions.
 - Make sure that the ventilation space of 2 mm, between the worktop and the front of the below unit, is free. The warranty does not cover damages caused by the lack of an adequate ventilation space.
- All electrical connections should be made by the authorised installer.
 - The appliance must be earthed.
 - Before carrying out any operation make sure that the appliance is disconnected from the power supply.
 - Make sure that the parameters on the rating plate are compatible with the electrical ratings of the mains power supply.
 - Make sure the appliance is installed correctly. Loose and incorrect electricity mains cable or plug (if applicable) can make the terminal become too hot.
 - Use the correct electricity mains cable.
 - Do not let the electricity mains cable tangle.
 - Make sure that a shock protection is installed.
 - Use the strain relief clamp on the cable.
 - Make sure the mains cable or plug (if applicable) does not touch the hot appliance or hot cookware, when you connect the appliance to the near sockets.
 - Do not use multi-plug adapters and extension cables.
 - Make sure not to cause damage to the mains plug (if applicable) or to the mains cable. Contact our Authorised Service Centre or an electrician to change a damaged mains cable.
 - The shock protection of live and insulated parts must be fastened in such a way that it cannot be removed without tools.
 - Connect the mains plug to the mains socket only at the end of the installation. Make sure that there is access to the mains plug after the installation.
 - If the mains socket is loose, do not connect the mains plug.
 - Do not pull the mains cable to disconnect the appliance. Always pull the mains plug.


Electrical Connection



Warning! Risk of fire and electrical shock.

- Use only correct isolation devices: line protecting cut-outs, fuses (screw type fuses removed from the holder), earth leakage trips and contactors.
- The electrical installation must have an isolation device which lets you disconnect the appliance from the mains at all poles. The isolation device must have a contact opening width of minimum 3 mm.


Use

 **Warning!** Risk of injury, burns and electrical shock.

- Remove all the packaging, labelling and protective film (if applicable) before first use.
- Use this appliance in a household environment.
- Do not change the specification of this appliance.
- Make sure that the ventilation openings are not blocked.
- Do not let the appliance stay unattended during operation.
- Set the cooking zone to “off” after each use.
- Do not rely on the pan detector.
- Do not put cutlery or saucepan lids on the cooking zones. They can become hot.
- Do not operate the appliance with wet hands or when it has contact with water.
- Do not use the appliance as a work surface or as a storage surface.
- If the surface of the appliance is cracked, disconnect immediately the appliance from the power supply. This to prevent an electrical shock.
- Users with a pacemaker must keep a distance of minimum 30 cm from the induction cooking zones when the appliance is in operation.
- When you place food into hot oil, it may splash.

 **Warning!** Risk of fire and explosion

- Fats and oil when heated can release flammable vapours. Keep flames or heated objects away from fats and oils when you cook with them.
- The vapours that very hot oil releases can cause spontaneous combustion.
- Used oil, that can contain food remnants, can cause fire at a lower temperature than oil used for the first time.
- Do not put flammable products or items that are wet with flammable products in, near or on the appliance.

 **Warning!** Risk of damage to the appliance.

- Do not keep hot cookware on the control panel.
- Do not put a hot pan cover on the glass surface of the hob.
- Do not let cookware to boil dry.
- Be careful not to let objects or cookware fall on the appliance. The surface can be damaged.
- Do not activate the cooking zones with empty cookware or without cookware.
- Do not put aluminium foil on the appliance.
- Cookware made of cast iron, aluminium or with a damaged bottom can cause scratches on the glass / glass ceramic. Always lift these objects up when you have to move them on the cooking surface.
- This appliance is for cooking purposes only. It must not be used for other purposes, for example room heating.

Care and cleaning

- Clean regularly the appliance to prevent the deterioration of the surface material.
- Deactivate the appliance and let it cool down before you clean it.
- Disconnect the appliance from the electrical supply before maintenance.
- Do not use water spray and steam to clean the appliance.
- Clean the appliance with a moist soft cloth. Only use neutral detergents. Do

not use any abrasive products, abrasive cleaning pads, solvents or metal objects.

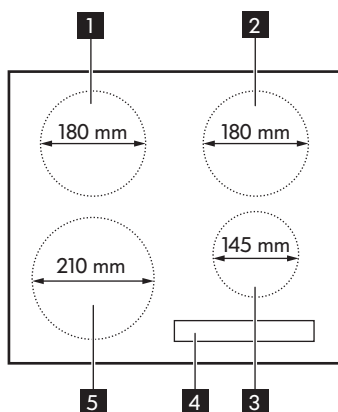
Disposal

⚠ Warning! Risk of injury or suffocation.

- Contact your municipal authority for information on how to discard the appliance correctly.
- Disconnect the appliance from the mains supply.
- Cut off the mains electrical cable close to the appliance and dispose of it.

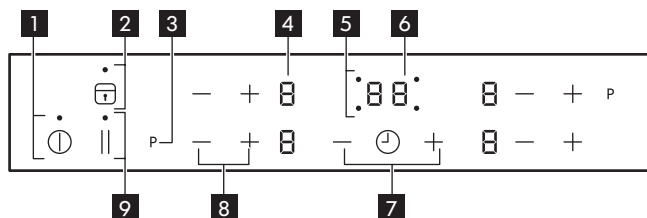
Product description

Cooking surface layout



- 1** Single cooking zone (180 mm) 1800 W
- 2** Single cooking zone (180 mm) 1800 W, with Booster 2500 W
- 3** Single cooking zone (145 mm) 1400 W
- 4** Control panel
- 5** Single cooking zone (210 mm) 2200 W, with Booster 3200 W

Control panel layout



- 1** **⏻** To activate and deactivate the appliance.
- 2** **🔒** To activate and deactivate the Lock or the Child Safety Device.

- 3** **P** To activate the Booster (Display shows a **P**).
- 4** A power setting display: **0**, **1** - **9**.
- 5** Timer indicators of cooking zones. **⌚**

- 6 Timer display: **00 - 99** minutes.
- 7 **+** / **-** To increase or decrease the time.
- 8 **+** / **-** To increase or decrease the power settings.

9 || To activate the function STOP+GO.

Power setting displays

Display	Description
	The cooking zone is deactivated.
	The cooking zone operates.
	STOP+GO function operates.
	Booster function operates.
	There is a malfunction. Refer to the "Troubleshooting" chapter.
	A cooking zone is still hot (residual heat).
	Lock / The Child Safety Device function operates.
	Incorrect or too small cookware or no cookware on the cooking zone.
	Automatic Switch Off function operates.

Residual heat indicator

Warning! There is a risk of burns from residual heat.

The induction cooking zones make the heat necessary for cooking process directly in the bottom of the cookware. The glass ceramic is heated by the heat of the cookware.

Daily use

① **Activating and deactivating**

Touch ① for 1 second to activate or deactivate the appliance.

Automatic Switch Off

The function deactivates the appliance automatically if:

- all cooking zones are deactivated.

- you do not set the power setting after activating the appliance.
- you cover any symbol with an object (a pan, a cloth, etc.) for longer than approx. 10 seconds.
- you do not deactivate a cooking zone after a certain time, or you do not modify the power setting, or if the overheating occurs (e.g. when a pan boils dry). The

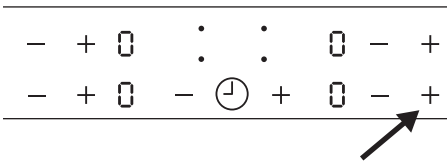
symbol lights up. Before using again, you must set the cooking zone to .

Power setting	Automatic switch off after
-	6 hours
-	5 hours
	4 hours
-	1.5 hours

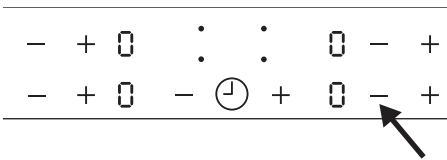
i If cookware that is not suitable is used, lights up on the display and after 2 minutes the indicator for the cooking zone deactivates itself.

Adjusting the power setting

Set the power setting with to increase.

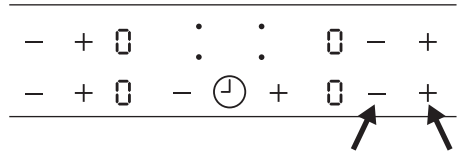


Set the power setting with to decrease.



Touch and of a respective cooking zone simultaneously to deactivate the

cooking zone. The settings will reverse to .



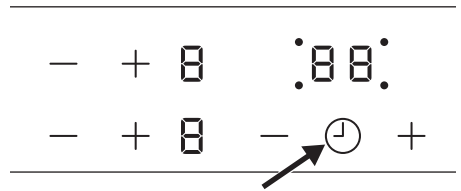
P Using the Booster function

The Booster function makes additional power available for the induction cooking zones. Touch **P** to activate it, a lights up on the display. After maximum 10 minutes, the induction cooking zones automatically return to cooking level .

⌚ Using the Timer



Touch repeatedly until the indicator of a desired cooking zone flashes. For example,

for the front right zone






Touch or of the Timer to set the time between **00** and **99** minutes. When the indicator of the cooking zone flashes slower, the Timer counts down. Set the power setting.


When the power setting is set and the time comes to an end, an acoustic signal sounds, **00** flashes, and the cooking zone deactivates.


Touch  to deactivate the function for the selected cooking zone. The indicator of the cooking zone flashes faster. Touch  and the remaining time counts backwards to **00**. The indicator of the cooking zone goes out.

Minute Minder


You can use this function as a **Minute Minder** when the appliance works and the cooking zones do not operate. The power setting display shows **0**.




To activate the function, touch . Touch  or  to set the time.

When the time comes to an end, an acoustic signal sounds and **00** flashes. Touch  to stop the signal.

-  The function has no effect on the operation of the cooking zones.

STOP+GO



The function sets all cooking zones that operate to the lowest power setting . When the function operates, you cannot change the power setting. The function does not stop the Timer function.


- To activate this function touch . The symbol  comes on.
- To deactivate this function touch . The power setting that you set before comes on.

Lock

When the cooking zones operate, you can lock the control panel, but not deactivate the appliance. It prevents an accidental change of the power setting.

First set the power setting.

To start this function touch . The symbol  comes on for 4 seconds. The Timer stays on.





To stop this function touch . The power setting that you set before comes on.

When you stop the appliance, you also stop this function.





The Child Safety Device

This function prevents an accidental operation of the appliance.





To activate the Child Safety Device

- Activate the appliance with . **Do not set the power settings.**
- Touch  for 4 seconds. The symbol  comes on.
- Deactivate the appliance with .

To deactivate the Child Safety Device

- Activate the appliance with . **Do not set the power settings.** Touch  for 4 seconds. The symbol  comes on.
- Deactivate the appliance with .

To override the Child Safety Device for only one cooking time

- Activate the appliance with . The symbol  comes on.
- Touch  for 4 seconds. **Set the power setting in 10 seconds.** You can operate the appliance.
- When you deactivate the appliance with , the Child Safety Device operates again.

OffSound Control (Deactivation and activation of the sounds)

Originally the sounds of the appliance are activated.

Activating and deactivating the sounds:

1. Deactivate the appliance.
2. Touch **⏻** for 3 seconds. The display comes on and goes out.
3. Touch **⏻** for 3 seconds. **b0** or **b1** comes on.
4. Touch **+** of the Timer to choose one of the following:
 - **b0** - the sound is off.
 - **b1** - the sound is on.

To confirm your selection wait until the appliance deactivates automatically.

- i** If you accidentally press **⏻**, a list of codes comes on. This is only relevant for service purposes. To leave this menu touch **⏻** again or wait until the hob deactivates automatically.

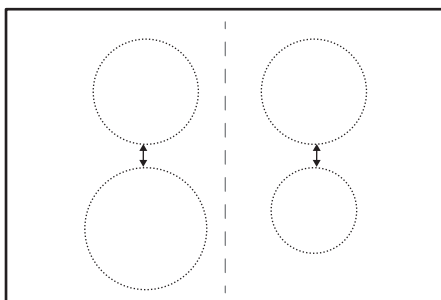
When the function is set to **b0** you can hear the sound only when:

- you touch **⏻**,
- Minute Minder comes down,
- you put something on the control panel.

- i** If there is a problem with electrical supply and the appliance deactivates it does not keep previous settings.

Power exchange function

The power exchange function shares the maximum available power between two cooking zones generating a pair (see picture). Booster function can cause that the maximum available power for a pair is exceeded. Then the second cooking zone is automatically reduced to a lower power level. The power setting display of the reduced zone changes between the selected and the maximum available power levels for about 5 seconds. When you hear a signal, the display shows the maximum available power.



Hints and tips

Noises during operation

- i** When a cooking zone is active, it may hum briefly. This is a characteristic of all ceramic glass cooking zones and does not impair either the function or the life of the appliance.

Cookware for induction cooking zones

- i** Use the induction cooking zones with correct cookware.

Cookware material

- **correct:** cast iron, steel, enamelled steel, stainless steel, the bottom made of multi-layer (with correct mark from a manufacturer).
- **not correct:** aluminium, copper, brass, glass, ceramic, porcelain.

Cookware is correct for an induction hob if ...

- ... some water boils very quickly on a zone set to the highest power setting...
- ... a magnet pulls on to the bottom of the cookware.

i The bottom of the cookware must be as thick and flat as possible.

Cookware sizes

Induction cooking zones adapt automatically to the size of the bottom of the cookware. But, it must have a minimum diameter depending on the size of the cooking zone.

Cooking zone	Cookware diameter [mm]
Right rear cooking zone	145 - 180
Right front cooking zone	125 - 145
Left rear cooking zone	145 - 180
Left front cooking zone	180 - 210

Care and cleaning


General information

- ⚠ Warning!** Deactivate the appliance and let it cool down before you clean it.
- ⚠ Warning!** For safety reasons, do not clean the appliance with steam blasters or high-pressure cleaners.
- ⚠ Warning!** Sharp objects and abrasive cleaning agents will damage the appliance. Clean the appliance and remove the residues with water and washing up liquid after each use. Remove also the remnants of the cleaning agents!
- i** Scratches or dark stains on the glass ceramic that cannot be removed do not affect the functioning of the appliance.


Removing the residues and stubborn residues

1. Food containing sugar, plastics, tin foil residues should be removed at once, best tool for cleaning glass surface is a scraper (not included with the appliance). Place a scraper on the glass ceramic surface at an angle and remove residues by sliding the blade over the surface. Wipe the appliance with a damp cloth and a little washing up liquid. Finally, rub the appliance dry using a clean cloth.
2. Limescale rings, water rings, fat splashes, shiny metallic discolorations should be removed after the appliance has cooled down using cleaner for glass ceramic or stainless steel.

Troubleshooting

 **Warning!** Refer to Safety chapters.

What to do if...

Problem	Possible cause	Remedy
The appliance cannot be activated or is not operating.	The appliance is not connected to an electrical supply or it is connected incorrectly.	Check if the appliance is correctly connected to the electrical supply. Ensure a correct installation by calling an authorised installer.
	More than 10 seconds passed since you activated the appliance.	Activate the appliance again.
	The Child Safety Device or the Lock is on  .	Deactivate the Child Safety Device (See the section "Child Safety Device" or "Lock").
	Several symbols were touched at the same time.	Touch only one symbol.
Acoustic signal sounds, appliance deactivates.	One or more symbols have been covered for longer than 10 seconds.	Uncover symbols.
Display is switching between two power settings.	Power exchange function is reducing the power of this cooking zone.	See the section "Power exchange function".
The residual heat indicator is not displaying anything.	The cooking zone was only on for a short time and is therefore not hot.	If the cooking zone is supposed to be hot, call the After Sales Service.
There is no signal when you touch panel symbols.	The signals are deactivated.	Activate the signals. Refer to OffSound Control.

Problem	Possible cause	Remedy
<p>F lights up on the power setting display.</p>	<p>Unsuitable cookware.</p>	<p>Use suitable cookware.</p>
	<p>No cookware on the cooking zone.</p>	<p>Place cookware on the cooking zone.</p>
	<p>The diameter of the bottom of the cookware is too small for the cooking zone.</p>	<p>Move onto a smaller cooking zone.</p>
<p>E symbol plus a number appears on the timer display.</p>	<p>Electronic component error.</p>	<p>Disconnect the appliance from the electrical supply for a few minutes. Remove the fuse, wait one minute, and insert the fuse again. If the problem continues, ensure a correct installation by calling an authorised installer.</p>
<p>E3 lights up on the timer display, after activating the appliance.</p>	<p>The electrical connection is incorrect.</p>	<p>Check if the appliance is correctly connected to the electrical supply. Ensure a correct installation by calling an authorised installer.</p>
<p>E4 lights up on the timer display.</p>	<p>Overheating protection for the cooking zone operates.</p>	<p>Deactivate the appliance. Remove the hot cookware. After approximately 30 seconds activate the cooking zone again. E4 should disappear, residual heat indicator can stay. Cool down the cookware and check it with the section "Cookware for the induction cooking zones".</p>
<p>EB lights up on the timer display.</p>	<p>The electrical connection is incorrect. The hob is connected to one phase only.</p>	<p>Check if the appliance is correctly connected to the electrical supply. Ensure a correct installation by calling an authorised installer.</p>
	<p>Electronics may be damaged.</p>	<p>Contact your IKEA store call centre.</p>

Problem	Possible cause	Remedy
You can hear a constant beep noise.	The electrical connection is incorrect.	Disconnect the hob from the electrical supply. Ensure a correct installation by calling an authorised installer.

If there is an error, first try to find a solution to the problem yourself. If you cannot find a solution to the problem yourself, contact your IKEA store call centre. You can find a full list of IKEA appointed contacts at the end of this manual.

i If you operated the appliance wrongly, or the installation was not carried out by a registered engineer, the visit from the After Sales Service technician or dealer may not take place free of charge, even during the warranty period.

Installation

⚠ **Warning!** Refer to Safety chapters.

General information

i Installation process must follow the laws, ordinances, directives and standards (electrical safety rules and regulations, proper recycling in accordance with the regulations, etc.) in force in the country of use!

Important!

- For the minimum distances from the other appliances or cabinets and further information on the installation refer to the Assembly Instruction.
- If there is no oven beneath the hob insert a dividing panel at a minimum distance of 20 mm from the bottom of the hob.
- Do not use silicon sealant between the appliance and the worktop.

Electrical connection

⚠ **Warning!** Refer to Safety chapters.

⚠ **Warning!** All electrical connections must be made by an authorised installer.

Electrical connection

- Before connecting, check if the nominal voltage of the appliance, provided on

the rating plate, corresponds to the available supply voltage. The rating plate is located on the lower casing of the hob.

- Follow the connection diagram (it is located on the underneath surface of the casing of the hob).
- Use only original spare parts provided by spare parts service.
- The appliance is not provided with a mains cable. Buy the right one from

specialized dealer. Single phase or two-phase connection requires a mains cable of minimum 70°C temperature stability. Cable has been provided with end sleeves. According to IEC regulations use for one-phase connection: mains cable 3 x 4mm² and for two-phase connection: mains cable 4 x 2.5mm². Please respect specific national regulations in the first priority.

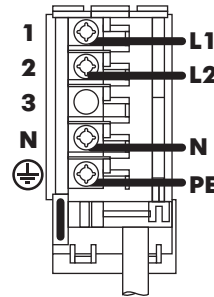
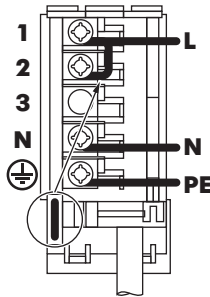
- You must have the means for disconnection incorporated in the fixed wiring.

- You must have the connection and the connecting links carried out as shown in the connection diagram.
- The earth lead is connected to terminal and must be longer than leads carrying electric current.
- Secure the connecting cable with cable clips or clamps.

Connection diagram hob

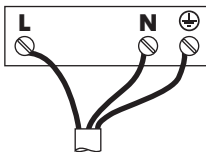
One-phase connection 220 V - 240 V ~

Two-phase connection 400 V 2L-1N ~

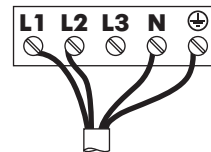


i Insert the bridge between the screws as shown.

Main power connection 1-phase



Main power connection 2-phase



Wiring colours:

- ⊕ Yellow / green
- N Blue
- L Black or brown

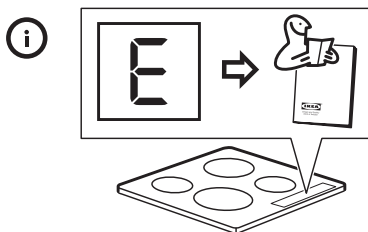
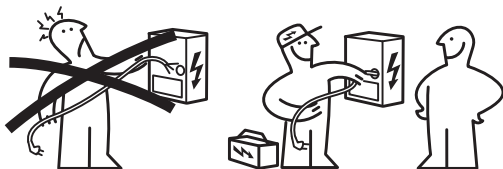
Wiring colours:

- ⊕ Yellow / green
- N Blue
- L1 Black
- L2 Brown

- i** Tighten the terminal screws securely!







Once you connect the hob to the mains, check if all the cooking zones are ready to use. Place a pot with some water on the zone and set the power setting for each zone to the maximum level for a short time.

- i** If **E3** or **E8** symbol comes on the display after you activate the hob for the first time, see the "Troubleshooting" chapter.



Technical data

Rating Plate

<p>Made in Germany © Inter IKEA Systems B.V.</p> <p>303.688.22</p> <p>21552 IKEA of Sweden AB SE - 343 81 Älmhult</p> <p>IKEA Design and Quality IKEA of Sweden</p>	<p>Model MATMÄSSIG Typ 60 GAD D5 AU 7,4kW</p> <p>PNC 949 594 429 00 S.NO 220V-240V AC 50-60 Hz</p> <p>     </p> <p>DGT</p>
--	--

The graphic above represents the rating plate of the appliance (without serial number which is specific for each product), which is located at its underneath surface of the casing.

to assist you better, by identifying precisely your hob, in case you will need in future our assistance. Thank you for your help!

Dear Customer, keep the additional rating plate with the user manual. This will allow us

Energy efficiency

Product information according to EU 66/2014

Model identification		MATMÄSSIG 303.688.22
Type of hob		Built-In Hob
Number of cooking zones		4
Heating technology		Induction
Diameter of circular cooking zones (Ø)	Left front Left rear Right front Right rear	21.0 cm 18.0 cm 14.5 cm 18.0 cm
Energy consumption per cooking zone (EC electric cooking)	Left front Left rear Right front Right rear	190.2 Wh / kg 184.4 Wh / kg 188.2 Wh / kg 184.4 Wh / kg
Energy consumption of the hob (EC electric hob)		186.8 Wh / kg


EN 60350-2 - Household electric cooking appliances - Part 2: Hobs - Methods for measuring performance


Energy saving

You can save energy during everyday cooking if you follow below hints.

- When you heat up water, use only the amount you need.
- If it is possible, always put the lids on the cookware.
- Before you activate the cooking zone put the cookware on it.
- Put the smaller cookware on the smaller cooking zones.
- Put the cookware directly in the centre of the cooking zone.
- Use the residual heat to keep the food warm or to melt it.

ENVIRONMENTAL CONCERNS

Recycle materials with the symbol . Put the packaging in relevant containers to recycle it. Help protect the environment and human health by recycling waste of electrical and electronic appliances. Do not

dispose of appliances marked with the symbol  with the household waste. Return the product to your local recycling facility or contact your municipal office.

IKEA GUARANTEE

How long is the IKEA guarantee valid?

This guarantee is valid for five (5) years from the original date of purchase of Your appliance at IKEA, unless the appliance is named LAGAN in which case two (2) years of guarantee apply. The original sales receipt is required as proof of purchase. If service work is carried out under guarantee, this will not extend the guarantee period for the appliance,

Which appliances are not covered by the IKEA five (5) years guarantee?

The range of appliances named LAGAN and all appliances purchased in IKEA before 1st of August 2007

Who will execute the service?

IKEA service provider will provide the service through its own service operations or authorized service partner network.

What does this guarantee cover?

The guarantee covers faults of the appliance, which have been caused by faulty construction or material faults from the date of purchase from IKEA. This guarantee applies to domestic use only. The exceptions are specified under the headline "What is not covered under this guarantee?" Within the guarantee period, the costs to remedy the fault e.g. repairs, parts, labour and travel will be covered, provided that the appliance is accessible for repair without special expenditure. On these conditions the EU guidelines (Nr. 99/44/EG) and the respective local regulations are applicable. Replaced parts become the property of IKEA.

What will IKEA do to correct the problem?

IKEA appointed service provider will examine the product and decide, at its sole discretion, if it is covered under this guarantee. If considered covered, IKEA service provider or its authorized service partner 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.

What is not covered under this guarantee?

- Normal wear and tear.
- Deliberate or negligent damage, damage caused by failure to observe operating instructions, incorrect installation or by connection to the wrong voltage, damage caused by chemical or electro-chemical reaction, rust, corrosion or water damage including but not limited to damage caused by excessive lime in the water supply, damage caused by abnormal environmental conditions.
- Consumable parts including batteries and lamps.
- Non-functional and decorative parts which do not affect normal use of the appliance, including any scratches and possible color differences.
- Accidental damage caused by foreign objects or substances and cleaning or unblocking of filters, drainage systems or soap drawers.
- Damage to the following parts: ceramic glass, accessories, crockery and cutlery baskets, feed and drainage pipes, seals, lamps and lamp covers, screens, knobs, casings and parts of casings. Unless such damages can be proved to have been caused by production faults.
- Cases where no fault could be found during a technician's visit.
- Repairs not carried out by our appointed service providers and/or an authorized

service contractual partner or where non-original parts have been used.

- Repairs caused by installation which is faulty or not according to specification.
- The use of the appliance in a non-domestic environment i.e. professional use.
- Transportation damages. If a customer transports the product to their home or other address, IKEA is not liable for any damage that may occur during transport. However, if IKEA delivers the product to the customer's delivery address, then damage to the product that occurs during this delivery will be covered by this guarantee.
- Cost for carrying out the initial installation of the IKEA appliance. However, if an IKEA service provider or its authorized service partner repairs or replaces the appliance under the terms of this guarantee, the service provider or its authorized service partner will re-install the repaired appliance or install the replacement, if necessary.

This restriction do not apply to fault-free work carried out by a qualified specialist using our original parts in order to adapt the appliance to the technical safety specifications of another EU country.

How country law applies

The IKEA guarantee gives You specific legal rights, which covers or exceed local demands. However these conditions do not limit in any way consumer rights described in the local legislation

Area of validity

For appliances which are purchased in one EU country and taken to another EU country, the services will be provided in the framework of the guarantee conditions normal in the new country. An obligation to carry out services in the framework of the guarantee exists only if the appliance

complies and is installed in accordance with:

- the technical specifications of the country in which the guarantee claim is made;
- the Assembly Instructions and User Manual Safety Information;

The dedicated After Sales Service for IKEA appliances:

Please do not hesitate to contact IKEA After Sales Service to:

1. make a service request under this guarantee;
2. ask for clarification on installation of the IKEA appliance in the dedicated IKEA kitchen furniture. The service won't provide clarifications related to:
 - the overall IKEA kitchen installation;
 - connections to electricity (if machine comes without plug and cable), to water and to gas since they have to be executed by an authorized service engineer.
3. ask for clarification on user manual contents and specifications of the IKEA appliance.

To ensure that we provide you with the best assistance, please read carefully the Assembly Instructions and/or the User Manual section of this booklet before contacting us.

How to reach us if You need our service



Please refer to the last page of this manual for the full list of IKEA appointed contacts and relative national phone numbers.

i In order to provide You with a quicker service, we recommend that You use the specific phone numbers listed at the end of this manual. Always refer to the numbers listed in the booklet of the specific appliance You need an assistance for. Before calling us, assure that You have to hand the IKEA article number (8 digit code) for the appliance of which you need our assistance.

i **SAVE THE SALES RECEIPT!** It is Your proof of purchase and required for the guarantee to apply. Note that the receipt reports also the IKEA article name and number (8 digit code) for each of the appliances you have purchased.

Do You need extra help?

For any additional questions not related to After Sales of your appliances, please contact our nearest IKEA store call centre. We recommend you read the appliance documentation carefully before contacting us.

Country	Phone number	Call Fee	Opening time
België	070 246016	Binnenlandse gesprekskosten	8 tot 20 Weekdagen
Belgique		Tarif des appels nationaux	8 à 20. En semaine
България	00359888164080 0035924274080	Такса за повикване от страната	От 9 до 18 ч в работни дни
Česká republika	246 019721	Cena za místní hovor	8 až 20 v pracovních dnech
Danmark	70 15 09 09	Landstakst	man. - fre. 09.00 - 20.00 lør. - søn. 09.00 - 18.00
Deutschland	+49 1806 33 45 32*	* 0,20 €/Verbindung aus dem Festnetz max. 0,60 €/Verbindung aus dem Mobilfunknetz	Werktags von 8.00 bis 20.00
Ελλάδα	211 176 8276	Υπεραστική κλήση	8 έως 20 κατά τις εργάσιμες ημέρες
España	91 1875537	Tarifa de llamadas nacionales	De 8 a 20 en días laborables
France	0170 36 02 05	Tarif des appels nationaux	9 à 21. En semaine
Hrvatska	00385 1 6323 339	Trošak poziva 27 lipa po minuti	radnim danom od ponedjeljka do petka od 08:00 do 16:00
Ireland	0 14845915	National call rate	8 till 20 Weekdays
Ísland	5880503	Innanlandsgjald fyrir síma	9 til 18. Virka daga
Italia	02 00620818	Tariffa applicata alle chiamate nazionali	dalle 8 alle 20 nei giorni feriali
Κυπρος	22 030 529	Υπεραστική κλήση	8 έως 20 κατά τις εργάσιμες ημέρες
Lietuva	5 230 06 99	Nacionalinių pokalbių tarifai	Pr. - Ketv.: 8:00 - 12:00, 12:45 - 17:00 Pntk.: 8:00 - 12:00, 12:45 - 15:45
Magyarország	061 998 0549	Belföldi díjszabás	Hétköznap 8 és 10 óra között
Nederland	0900 235 45 32 en/of 0900 BEL IKEA	15 cent/min., starttarief 4,54 cent en gebruikelijke belkosten	ma - vr 08.00 - 20.00, zat 09.00 - 20.00 (zondag gesloten)
Norge	815 22052	Takst innland	8 til 20 ukedager
Österreich	0810 300486	max. 10 Cent/min.	Mo - Fr 8.00 - 20.00 Uhr
Polska	801 400 711	Stawka wg taryfy krajowej	Od 8 do 20 w dni robocze
Portugal	211557985	Chamada Nacional	9 às 21. Dias de Semana *excepto feriados
România	021 211 08 88	Tarif apel național	8 - 20 în zilele lucrătoare
Россия	8 495 6662929	Действующие телефонные тарифы	с 8 до 20 по рабочим дням Время московское
Schweiz	031 5500 324	Tarif für Anrufe im Bundesgebiet	8 bis 20 Werktage
Suisse		Tarif des appels nationaux	8 à 20. En semaine
Svizzera		Tariffa applicata alle chiamate nazionali	dalle 8 alle 20 nei giorni feriali
Slovensko	(02) 3300 2554	Cena vnitroštátneho hovoru	8 až 20 v pracovných dňoch
Suomi	030 6005203	Lankapuhelinverkosta 0,0835 €/puhelu + 0,032 €/min Matkapuhelinverkosta 0,192 €/min	arkipäivisin 8.00 - 20.00
Sverige	0775 700 500	lokalsamtal (lokal taxa)	mån-fre 8.30 - 20.00 lör-sön 9.30 - 18.00
Türkiye	212 244 0769	Ulusal arama ücreti	Hafta içi saat 09:00'dan 18:00'a kadar
Україна	044 586 2078	Міжміські дзвінки платні	9 - 21 В робочі дні
United Kingdom	020 3347 0044	National call rate	9 till 21. Weekdays
Србија	+381 11 7 555 444 (ако позивате изван Србије) 011 7 555 444 (ако позивате из Србије)	Цена позива у националном саобраћају	Понедељак – субота: 09 – 20 Недеља: 09 – 18
Eesti, Latvija, Slovenija		www.ikea.com	

