

# TEFAL/T-FAL\* LIMITED GUARANTEE

## COOKWARE, BAKEWARE & PRESSURE COOKERS

 : [www.tefak.co.uk](http://www.tefak.co.uk) / [www.tefal.ie](http://www.tefal.ie)

### The TEFAL/T-FAL\* guarantee

TEFAL/T-FAL\* cookware (eg frying pans, saucepans), bakeware (eg cake tins, roasting tins) and pressure cookers along with their accessories are guaranteed by TEFAL/T-FAL\* against any material or manufacturing defect, for **2 years** from the date of purchase or delivery date in UK & ROI. In the event of a problem, the user must contact the TEFAL/T-FAL\* **Customer Services (0345 602 1454 in UK, or 01 677 4003 in Republic of Ireland)**, or via the website [www.tefak.co.uk](http://www.tefak.co.uk) / [www.tefal.ie](http://www.tefal.ie). TEFAL/T-FAL\* shall not be obliged to replace any product which is not accompanied by a valid proof of purchase. Once the product has been received and the guarantee and defect have been confirmed, a new product or equivalent will be sent in exchange, or a repair will be carried out in the case of pressure cookers. Under the terms of this guarantee TEFAL/T-FAL\* has no further obligations other than to replace a faulty product.

### Exclusions

This guarantee does not cover damage arising from shocks, improper use, failure to follow the instructions for use and maintenance, or as a result of an unauthorised modification or repair. It also does not include normal product wear and tear, nor the following cases:

- overheating, prolonged exposure to the heat from a flame or when empty
- stains, discolouration or scratches on the inside or outside
- any accident caused by fire, flood, etc.
- use in an oven (unless specifically designed for this)
- professional use or in the workplace
- regular replacement of consumable parts (seals, batteries ...)
- if the product is knocked or dropped
- damage from thermal shocks
- any glass or porcelain ware in the product
- cleaning in a dishwasher (unless specifically designed for this, and using a gentle detergent, like liquids or gels)
- dust or insects getting inside the product (excluding appliances with features specifically designed for insects)

### Additional stainless steel guarantee (for products with the star(s) engraved on the base)

TEFAL/T-FAL\* stainless steel cookware identified by a ★ or ★★ marking engraved on the bottom of the pan or pot, have a 5-year guarantee for (★) and a 10-year guarantee for (★★) from the date of purchase or delivery date, against any faulty materials or workmanship related to the stainless steel material provided the product is used in accordance with the manufacturer's recommended product instructions. This guarantee does not include any damage due to inappropriate use or resulting from knocks, falls, yellow or blue discolouration or in other exclusion cases listed above in the TEFAL/T-FAL\* guarantee.

### Additional guarantee for Jamie Oliver products made of stainless steel

Jamie Oliver by TEFAL/T-FAL\* stainless steel products have a **10-year** guarantee from the date of purchase or delivery date, against any faulty materials or workmanship related to the stainless steel material provided the product is used in accordance with the manufacturer's recommended product instructions. This guarantee does not include any damage due to inappropriate use or resulting from knocks, falls, yellow or blue discolouration or in other exclusion cases listed above in the TEFAL/T-FAL\* guarantee.

### Specific for the *INGENIO-5* range (as stated on the product packaging): characteristics to the guarantee for the *INGENIO-5* removable handle

The *INGENIO-5* removable handle is guaranteed by TEFAL/T-FAL\* for **10 years**, from the date of purchase, against any material or manufacturing defect.

Special exclusions for the *INGENIO-5* removable handle:

- use with a recipient of a brand other than TEFAL/T-FAL\*
- burns caused by gas flame
- use in an oven
- cleaning in a dishwasher
- use for lifting a load greater than 10 kg
- sumberging in water

### Additional pressure cooker guarantee

TEFAL/T-FAL\* pressure cookers have a **10-year** guarantee from the date of purchase or delivery date, against any faulty materials or workmanship related to the pot or any premature damage of the metal base provided the product is used in accordance with the manufacturer's recommended product instructions. This guarantee does not include any damage due to inappropriate use or resulting from knocks, falls or by placing the product in the oven.

It should be noted that the normal life of the gasket, pressure control, valves, handles or locking indicator seal is limited. These parts are excluded from this 10-year guarantee and will require periodic renewal. Accessories such as the basket, trivet, timer (where applicable) and steam plate are guaranteed for 2 years only.

### Consumers' Rights and additional information

This TEFAL/T-FAL\* guarantee does not affect the statutory rights a consumer may have or those rights that cannot be excluded or limited, nor rights against the retailer from which the consumer purchased the product. This guarantee gives a consumer specific legal rights, and the consumer may also have other legal rights which vary from State to State or Country to Country. The consumer may assert any such rights at his sole discretion. For details, please consult [www.tefak.co.uk](http://www.tefak.co.uk) / [www.tefal.ie](http://www.tefal.ie). If you have any queries, please contact our Customer Relations team first for expert help and advice.

\* TEFAL household appliances appear under the T-FAL brand in some territories like Japan or Canada. TEFAL/T-FAL are registered trademarks of Groupe SEB.

# How to recognise & avoid defects covered by the Stainless Steel guarantee

## Exterior base:

The body shape of the cookware is guaranteed against external encapsulated base detachment or bubble between the encapsulated base and the body shape. This can create some overheating and some hot spots. It is covered by the guarantee



## Interior surface of the product:

- The body shape of the cookware is guaranteed against dark brown and black rusty stains
  - If you notice some stains on the inner surface of the product, first clean it following the care instructions. If stains are still significant when you slide your fingernail along the surface after cleaning, or if the mark looks like some pitting or hole, this is covered by the guarantee.
- ⇒ Some helpful advice:
- Always add salt to water only after it has come to the boil
  - Do not use any detergent which contains chlorine
  - Do not use any hydrogen peroxide or bleach

Stain before cleaning



Stain after cleaning



## Handle, side handle and knob:

- If the pan has welded brackets and the handle is broken due to the welding points and there are no holes on the side of the pan, this defect would be covered by the guarantee.

# How to recognise and avoid defects NOT covered by the Stainless Steel guarantee

## Cleaning results not covered by the guarantee:

- Some detergents are very aggressive and can affect the stainless steel exterior finishes and fixings. These may discolour and become dull due to the abrasive nature of some dishwasher detergents. These effects are not covered by the guarantee.
- ⇒ Even if your product is dishwasher safe, hand washing is recommended
- ⇒ Do not keep your cookware in the dishwasher when the cleaning cycle is finished
- ⇒ We also recommend to dry your cookware after cleaning with a soft paper towel

## Discolouration on the interior not covered by the guarantee:

- Overheating can cause brown or blue stains. This is not a defect in the product, it occurs from using too high a heat setting (typically in an empty or minimally filled pan).
  - Large amounts of iron in your water can cause discolouration as well and result in the pot looking slightly rusty. It can be easily removed by following the cleaning instructions.
  - A blue colour can appear on the inside base of the product due to cooking food which contain some starch like rice or pasta.
  - Also some white stains may be noticed on the inside base depending on your water supply. These are due to limestone (scale in the water) and can be easily removed by cleaning the product with some white vinegar or lemon juice.
- ⇒ Clean your cookware by using some white vinegar or lemon juice with a soft paper towel
- ⇒ Clean the pan with a specialist stainless steel cleaner
- ⇒ Always add salt to water only after it has come to the boil



## Discolouration of the external surface not covered by the guarantee

- Overheating can cause brown or blue stains. This is not a defect in the product, it occurs from using too high a heat setting (typically in an empty or minimally filled pan).
- ⇒ Clean the pan with a specialist stainless steel cleaner

Discolouration of the external base



## Warping of the product not covered by the guarantee

- Dropping the pan can cause some deformation
  - Overheating or heating an empty pan can also cause some warping of the product
- ⇒ Do not add any cold water inside a hot pan, this may cause a sudden change of temperature which can cause the base to warp.
- ⇒ Use the appropriate hot ring or gas flame size for the pan.
- ⇒ Clean and dry the external base of the pan before using it on a ceramic hob.
- ⇒ Select the proper hob ring or gas flame size so that the heat or gas flame touches only the bottom of the cookware and does not climb up the sides of the pan
- ⇒ Be aware that cooking with an induction hob needs special attention. A hot temperature can be reached very quickly and an extreme and sudden change of the temperature can cause the product to warp.

## Handle, side handle and knob; damages not covered by the guarantee

If the pan has welded brackets and the handle is broken at the welding points and there are holes on the side of the pan, it means that the product has been overloaded. This issue would not be covered under the guarantee.