

IKEA IK.004.478.21

IKEA EXCEPTIONELL Drawer User Manual

Model: IK.004.478.21

1. INTRODUCTION

The IKEA EXCEPTIONELL drawer is designed for modern kitchens, offering a sleek, handle-free aesthetic combined with practical functionality. This medium-sized drawer, measuring 60x37 cm, features a push-to-open mechanism and integrated dampers for smooth, quiet operation.

Key Features:

- **Smooth Operation:** Full extension runners ensure the drawer glides open and closed effortlessly.
- **Push-to-Open Function:** Eliminates the need for handles, providing a minimalist look.
- **Soft-Close Mechanism:** Built-in dampers ensure the drawer closes slowly, softly, and silently.
- **Optimized Storage:** Allows for easy organization of contents, making items readily accessible.
- **Versatile Use:** Suitable for various kitchen items, from cutlery and utensils to pots and pans, and can be combined with inner drawers for enhanced organization.



Figure 1: Components of the IKEA EXCEPTIONELL drawer, including the drawer box and full-extension runners.

2. SETUP AND INSTALLATION

This section provides general guidance for the installation of your EXCEPTIONELL drawer. For detailed, step-by-step assembly instructions, please refer to the specific assembly guide included with your product packaging. Proper installation is crucial for optimal performance and longevity.

General Installation Steps:

1. **Unpack Components:** Carefully remove all parts from the packaging and verify against the parts list in your assembly guide.
2. **Prepare Cabinet:** Ensure the cabinet opening is clean and correctly sized for the 60x37 cm drawer.
3. **Install Runners:** Attach the drawer runners to the inside of the cabinet according to the markings and instructions in your assembly guide. Ensure they are level and securely fastened.
4. **Assemble Drawer Box:** Construct the drawer box if it is not pre-assembled, following the provided diagrams.
5. **Attach Drawer Front (if applicable):** If using a separate drawer front, attach it to the drawer box, ensuring it is aligned correctly for the push-to-open mechanism.
6. **Insert Drawer:** Carefully slide the assembled drawer box onto the installed runners until it clicks into place.
7. **Test Functionality:** Push the drawer to open and close it several times to ensure smooth operation and proper soft-closing.



Figure 2: Example of multiple EXCEPTIONELL drawers integrated into a kitchen cabinet system, demonstrating organized internal storage.

3. OPERATING INSTRUCTIONS

The EXCEPTIONELL drawer features a convenient push-to-open mechanism, designed for ease of use and a clean, handle-free aesthetic.

Opening the Drawer:

- To open the drawer, gently press anywhere on the drawer front. The push-to-open mechanism will release the latch, and the drawer will spring open slightly.
- You can then pull the drawer out fully to access its contents.
- For hands-free operation, a gentle nudge with your knee or hip can also activate the push-to-open mechanism, which is particularly useful when your hands are full.



Figure 3: Demonstrating the hands-free push-to-open functionality, allowing easy access even when hands are occupied.

Closing the Drawer:

- To close the drawer, simply push it back into the cabinet.
- The integrated dampers will engage, ensuring the drawer closes slowly, softly, and silently, preventing slamming.



Figure 4: An overhead view showcasing the organized interior of two EXCEPTIONELL drawers, one with plates and bowls, and another with various kitchen utensils.

4. CARE AND MAINTENANCE

Regular care will help maintain the appearance and functionality of your EXCEPTIONELL drawer for many years.

Cleaning:

- Wipe clean with a cloth dampened in a mild cleaner.
- Wipe dry with a clean cloth.
- Avoid using abrasive cleaners, scouring pads, or chemical solvents, as these can damage the surface finish.

General Care:

- Do not overload the drawer beyond its recommended weight capacity (refer to assembly guide for specific limits).
- Periodically check that all screws and fittings are tight to ensure stability and smooth operation.
- Keep the drawer runners free from dust and debris to prevent obstruction and maintain smooth gliding.



Figure 5: An EXCEPTIONELL drawer fitted with a wooden organizer for cutlery and small utensils, illustrating effective internal organization.

5. TROUBLESHOOTING

This section addresses common issues you might encounter with your EXCEPTIONELL drawer.

Problem	Possible Cause	Solution
Drawer does not open when pushed.	Mechanism obstructed or misaligned.	Check for any objects blocking the drawer front or the push-to-open mechanism. Ensure the drawer is fully closed before attempting to open. Verify the drawer front is properly attached and aligned.

Problem	Possible Cause	Solution
Drawer does not close softly.	Dampers obstructed or damaged; drawer overloaded.	Ensure nothing is obstructing the drawer's path or the damper mechanism. Reduce the weight in the drawer if it is overloaded. If the issue persists, the dampers may need inspection or replacement.
Drawer is difficult to pull out or push in.	Runners are dirty, damaged, or misaligned.	Clean the drawer runners to remove any dust or debris. Check if the runners are securely fastened and properly aligned. Ensure the drawer is not overloaded.



Figure 6: A tall pantry cabinet utilizing EXCEPTIONELL internal drawers for organized storage of various food items and kitchen supplies.

6. PRODUCT SPECIFICATIONS

Attribute	Detail
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Attribute	Detail
Model Name	EXCEPTIONELL Drawer
Model Number	IK.004.478.21
Brand	IKEA
Dimensions	60x37 cm (Width x Depth)
Color	White
Features	Push-to-open, Full extension, Integrated soft-close dampers
First Available	January 31, 2023

7. WARRANTY AND SUPPORT

Warranty Information:

The IKEA EXCEPTIONELL drawer comes with a **25-year warranty**. This warranty covers defects in material and workmanship under normal domestic use. Please retain your proof of purchase for warranty claims. For full terms and conditions, refer to the warranty brochure provided with your product or visit the official IKEA website.

Customer Support:

If you have any questions, require assistance with assembly, or need to report a defect, please contact IKEA customer service. You can find contact details on the official IKEA website or in your product documentation.

- **Online Support:** Visit www.ikea.com for FAQs, assembly guides, and contact information.
- **In-Store Support:** Visit your nearest IKEA store for assistance.

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question