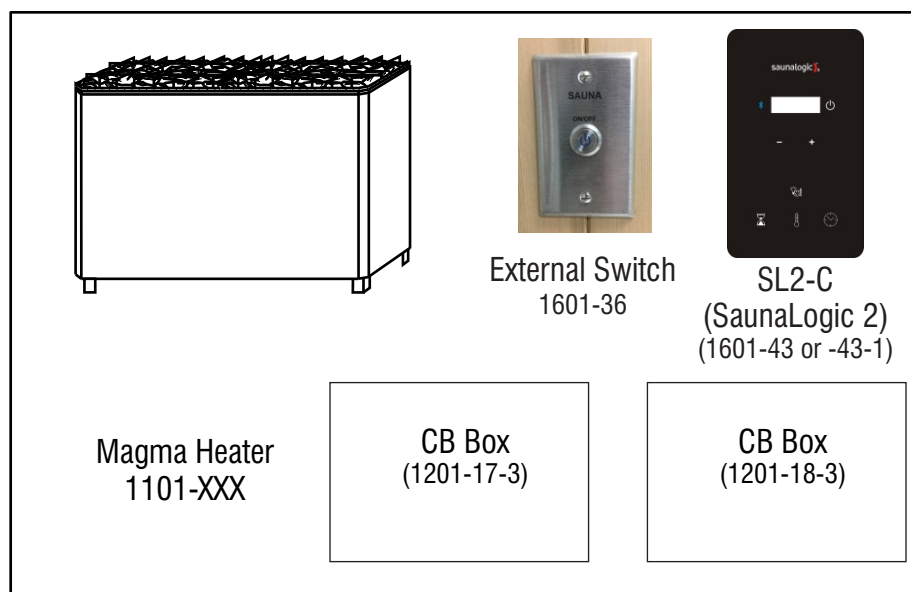


# INSTALLATION AND OPERATING INSTRUCTIONS

Page 1



Magma 21.0, 24.0, & 28.8 (Model # 1101-210, 1101-240 & 1101-290) & CB 17-3 (1201-17-3) with CB 18-3 (1201-18-3) & SL2-C (SaunaLogic 2) Control (Model # 1601-43 or 1601-43-1) And / Or External Switch (Type # 1601-36)

Read all instructions carefully before installation. Please leave all instructions and warranty with the owner.

## WARNING

*Prolonged exposure to elevated temperatures is capable of inducing hyperthermia. Hyperthermia occurs when the internal temperature of the body reaches several degrees above the normal body temperature of 98.6°F. The symptoms of hyperthermia include an increase in the normal temperature of the body, dizziness, lethargy, drowsiness, and fainting. The effects of the hyperthermia include failure to perceive heat, failure to recognize the need to exit the room, unawareness of impending hazard, fetal damage in pregnant women, physical inability to exit the room and unconsciousness.*

## WARNING

*The use of alcohol, drugs, or medication is capable of greatly increasing the risk of fatal hyperthermia.*

## SECTION 1: GENERAL INFORMATION

These heaters are ETL approved by Intertek for permanent installations. All wiring must be performed in accordance with the NEC and local codes. See **Table 1** for wire and room size requirements.

These heaters are free standing, secured to the floor, with separate contractor box and low voltage control.

## WARNING

***Do not take a sauna if using alcohol, drugs or medications.***

***Pregnant women or persons with poor health should consult their physician before using any sauna.***

***Caution fire hazard: Do not use the sauna room for drying clothes, bathing suits, etc. Do not hang towels above heater or place any object other than the rocks supplied on the heater. If any darkening of the wall around the heater is noticed discontinue sauna use immediately.***

***Inspect sauna regularly for required maintenance to heater, control and benches. Replace wood surfaces which show any signs of deterioration.***

***The heater gets extremely hot during operation and should not be touched or burns may result.***

***Minors should be adequately supervised whenever near a hot or warming sauna.***



## SECTION 2: MOUNTING OF SAUNA HEATER

Carefully locate the heaters according to the dimensions shown in Diagram 1. Level the heater with the provided feet.

## SECTION 3: PLACING OF ROCKS

The rocks supplied with the heater have been chosen to provide the best heater performance. Use of any other type of rock may void the heaters warranty. Never operate the heater without rocks in place! Rinse the rocks with water before placing in the heater. Place the larger rocks at the bottom and the smallest at the top. Place the rocks loosely so that the air can circulate through the heater. Packing the rocks too tightly may cause the heater high limit switch to trip. The rocks must fully cover the heating elements. Attach the guard with the screws provided.

## SECTION 4: ELECTRICAL HOOK-UP

Electrical installation must be made by a licensed electrician in accordance with the National Electrical Code and local regulations.

The 208V heaters are intended for use with CB 17 & CB 18 Box and the SL2-C control only. The 480V heaters is intended for use with CB 17 Box and the SL2-C control only. Use of any other control will void the warranty and safety listing. The control must be installed in a dry location outside the sauna room.

The model CB 17-3/CB18-3 contactor boxes are required for use with 3 phase heaters. To determine the correct wire size, refer to Table 1. Use copper supply wire only, suitable for minimum 90 degrees C. The heaters must be grounded! See the heater diagrams for proper connections. The location must be selected to allow installation of the thermostat's temperature sensor shown in Diagram 1. (30 foot sensor wire supplied.)

Contactor Boxes should located outside the sauna room. It should be surface mounted with 4 screws to a wall. Refer to Diagram 1 for details.

## SECTION 5: TEMPERATURE SENSOR

Route the sensor wire from the CB 17 contactor box to the sensor location on the ceiling. It may be necessary to drill holes to string the wire through the studs or ceiling joists. Route wire harness into the contactor box and connect CN 4 connector. **Ensure low voltage wiring and high voltage wiring is separated by a minimum of 4" or an electrical barrier.**

With a flat tip screwdriver, unsnap sensor cover from sensor. Mount sensor on the ceiling according to Diagrams 1, 2, 3, & 4.

## SECTION 6: HEATER SCREEN (GUARD RAIL)

Install a wooden heater guards to prevent the sauna bather from accidentally touching the sauna heater. Install the heater guard rail with the height clearances and dimensions shown in Diagram 1.

## WARNING

*Fire sprinkler systems used inside any sauna room should be properly rated for sauna room temperatures.*

*Do not pour chlorinated pool or spa water on heater. Excessive water use on heater may cause damage and void warranty.*

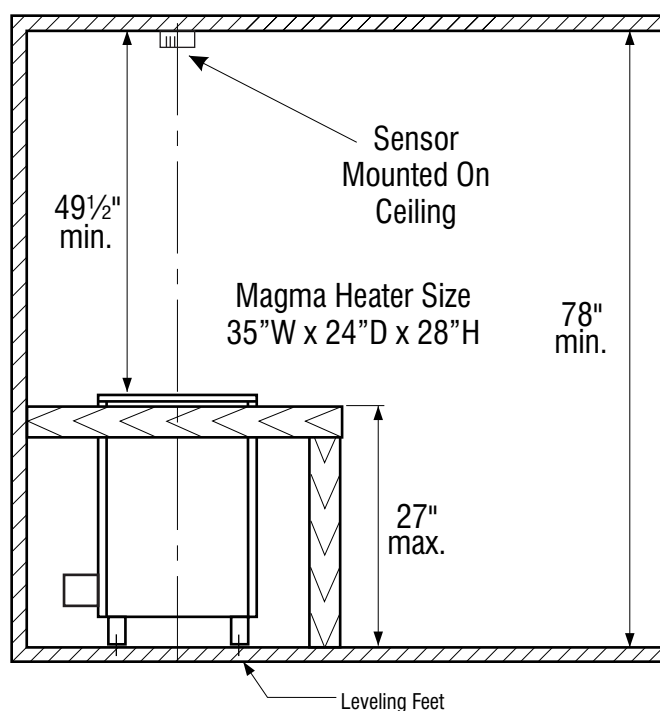
*Do not install a shower in sauna room.*

*Electric Shock Hazard - High voltage exists within this equipment. There are no user serviceable parts in this equipment. All installation and service to this equipment should be performed by qualified licensed personnel in accordance with local and national codes.*

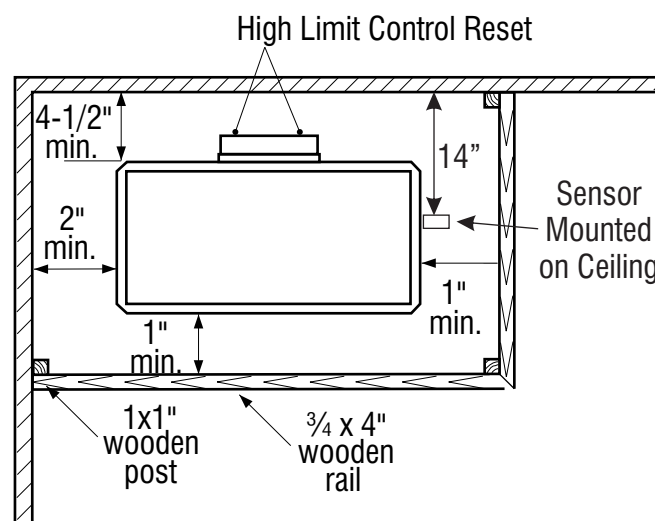
*Do not construct sauna room so as to restrict air flow through the bottom of the heater.*

*Packing the rocks too tightly may cause the heater high limit switch to trip.*

DIAGRAM 1



## Magma Heater Model # 1101-XXX

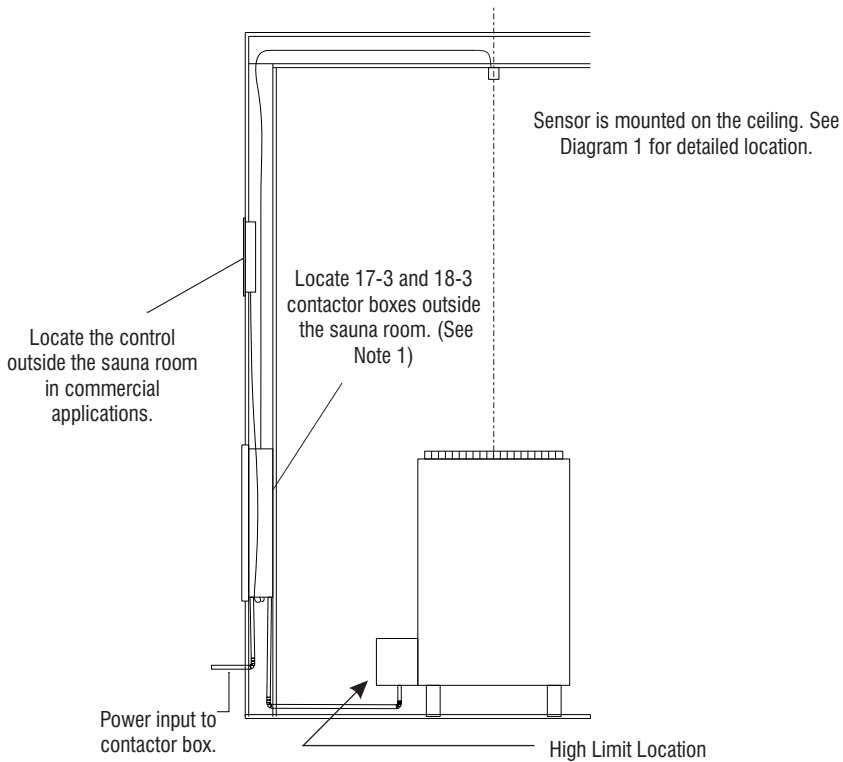


CAUTION: Avoid fire, Do Not Place Combustible Material on sauna heater / ATTENTION: Evitez les Incendies, Ne Placez Aucune Matière Combustible Sur Le Chauffe-saun



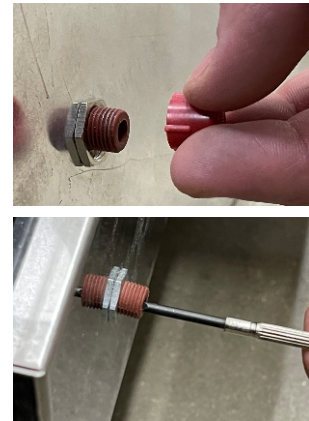
**OBSERVING MINIMUM DISTANCES IS REQUIRED TO REDUCE THE RISK OF FIRE**

## DIAGRAM 2



All wiring for sauna system or accessories should be routed inside the walls or away from the high temperature air from the sauna heater.

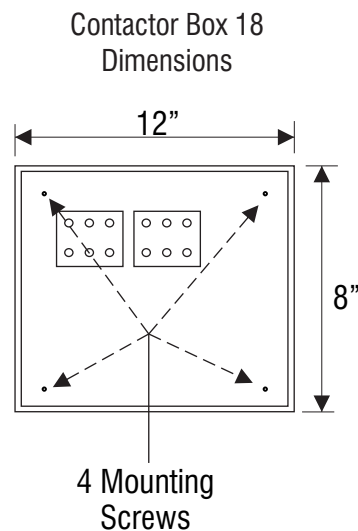
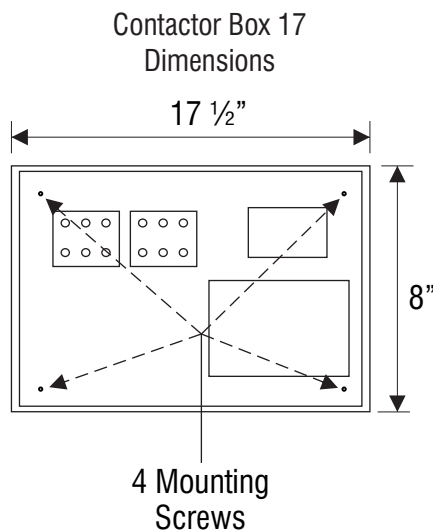
### High Limit Reset



Note 1: The contactor box may be mounted anywhere outside the sauna room.

A location should be selected so the front cover is accessible for service and the noise from the contactors pulling in will not be a nuisance.

Provide a service loop into the sauna room to the proposed heater location.



# INSTALLATION AND OPERATING INSTRUCTIONS

Page 5

TABLE 1

Heater Wiring Information Magma 21.0, 24.0, & 28.8 with CB 17-3, CB 18-3 and SL2-C (1601-43)

Heater Model / Product Number	KW	Minimum Room			Maximum Room		Phase	VAC	* Amps				Copper Wire Size 90° C				
		Floor Area	Wall Height	Volume Cu.Ft.	Wall Height	Volume Cu.Ft.				Contactor Box Model	Control Circuit to CB 17-3	** Breaker # and Size	Heater Power to CB 17-3	Heater Power to CB 18-3	CB 17-3 to Heater	CB 18-3 to Heater	High Limit wire from Contactor Box to Heater
Magma 21.0 (1101-210)	21.0	97 sq. ft.	78"	780	96"	1270	3	208	2 x 29.1	CB 17-3 & CB 18-3	1 x 15 Amps	2 x 40 Amps	3 #8AWG + GR	3 #8AWG + GR	3 #8AWG + GR	3 #8AWG + GR	(Factory Supplied)
							3	480	25.3	CB 17-3	1 x 15 Amps	1 x 30 Amps	3 #10AWG + GR	N/A	3 #10AWG + GR	N/A	(Factory Supplied)
Magma 24.0 (1101-240)	24.0	140 sq. ft.	78"	1120	96"	1550	3	208	2 x 33.3	CB 17-3 & CB 18-3	1 x 15 Amps	2 x 40 Amps	3 #8AWG + GR	3 #8AWG + GR	3 #8AWG + GR	3 #8AWG + GR	(Factory Supplied)
							3	480	28.9	CB 17-3	1 x 15 Amps	1 x 40 Amps	3 #8AWG + GR	N/A	3 #8AWG + GR	N/A	(Factory Supplied)
Magma 29.0 (1101-290)	28.8	162 sq. ft.	78"	1300	96"	2000	3	208	2 x 40	CB 17-3 & CB 18-3	1 x 15 Amps	2 x 50 Amps	3 #6AWG + GR	3 #6AWG + GR	3 #6AWG + GR	3 #6AWG + GR	(Factory Supplied)
							3	480	34.6	CB 17-3	1 x 15 Amps	1 x 40 Amps	3 #8AWG + GR	N/A	3 #8AWG + GR	N/A	(Factory Supplied)

\* Total amp draw of combined circuits and accessory circuits.

\*\* Single phase heaters are supplied power from two circuits which must be grouped and marked per NEC.

**Note:** System needs a separate 120 volt circuit to power the contactor box.

DIAGRAM 3

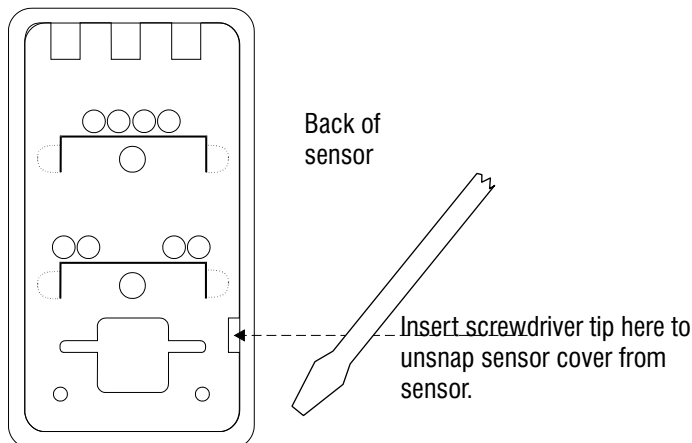
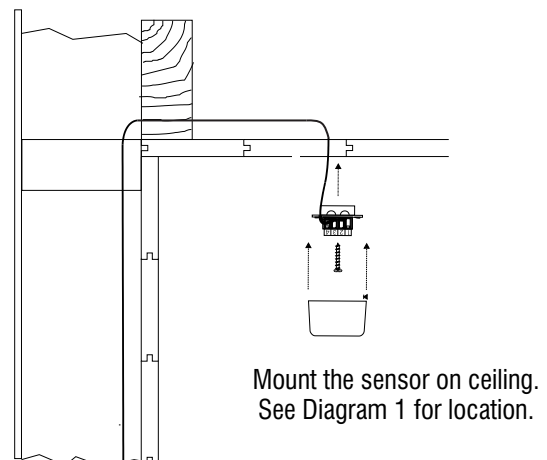
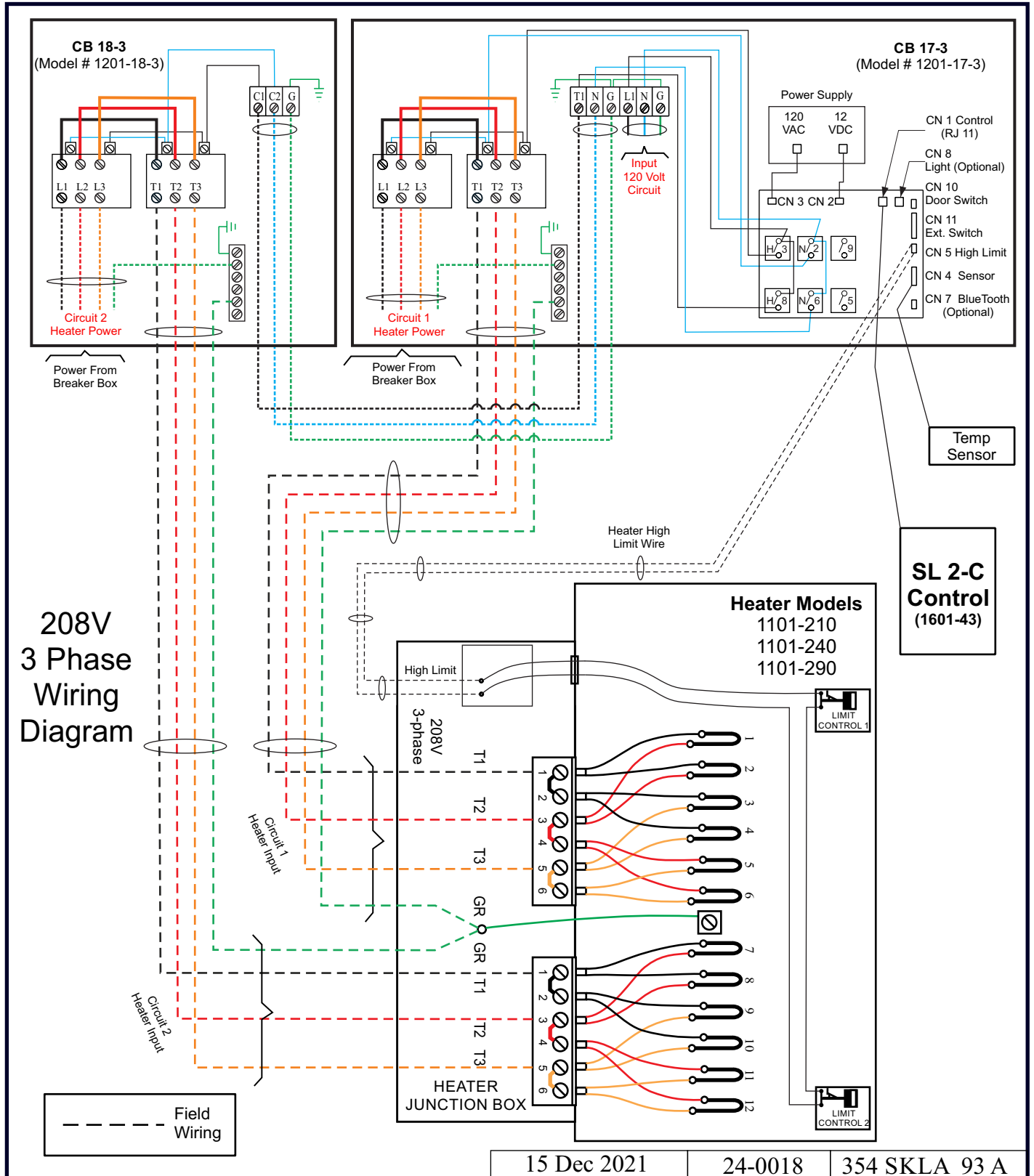


DIAGRAM 4



## DIAGRAM 5

WIRING DIAGRAM: CONTROL AND HEATER MODELS  
208V Magma 21.0, 24.0, & 28.8 with CB 17-3, CB 18-3 and SL2-C (1601-43)



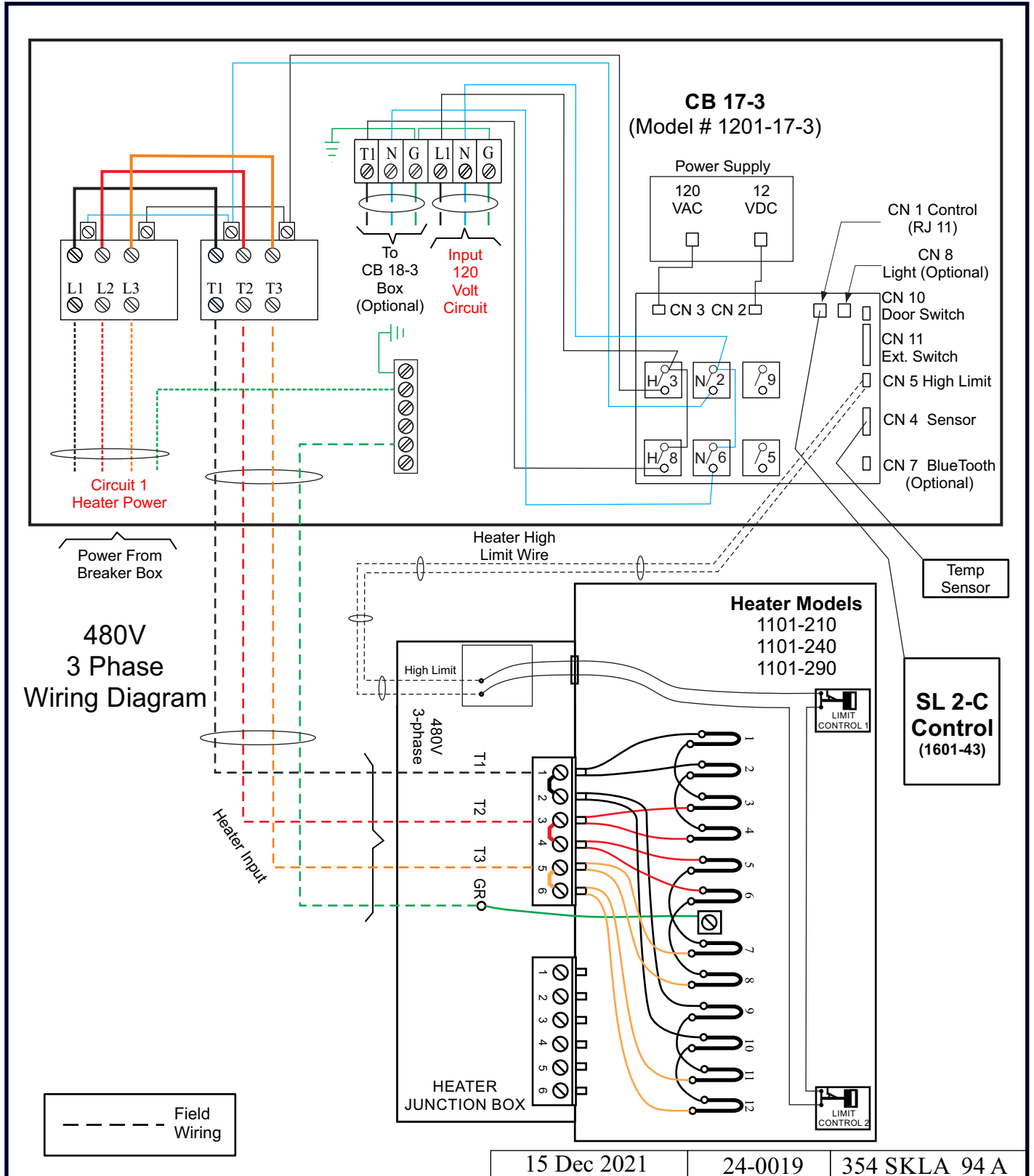
15 Dec 2021

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## DIAGRAM 5, continued

### WIRING DIAGRAM: CONTROL AND HEATER MODELS 480V Magma 21.0, 24.0, & 28.8 with CB 17-3 and SL2-C (1601-43)

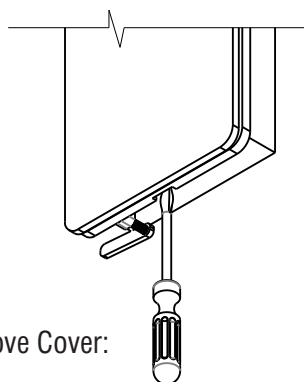


15 Dec 2021

24-0019

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**DIAGRAM 6: SL2-C OPENING COVER**

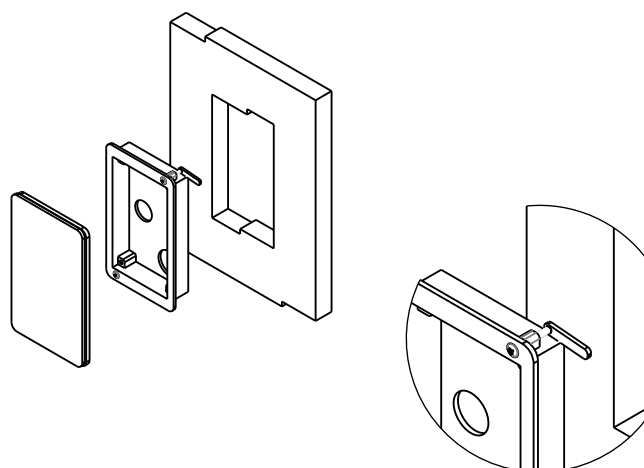


Tip to Remove Cover:

Press down on the top edge of the glass and then put the screw driver in the notch below.

This allows the bottom tabs to release easier.

**DIAGRAM 7: SL2-C MOUNTING**



## SECTION 7: CONTROL INSTALLATION & OPERATION


**INSTALLATION ROUGH IN** The SL2-C (1601-43) control must be mounted outside the sauna room in a dry environment. See Diagram 12 for control opening.

To mount the control cut an opening 2-3/4 " wide by 4-3/4" tall. Route the control wire from CB Box to the control. Note: Use the factory supplied cable only! Do not staple through or otherwise damage the cable!


Remove glass from touch screen, (See Diagram 6) using flat blade screwdriver (See Diagram 5, 6, and 12) and attach the two plastic "wings" with the screws provided. The wings will rotate during installation and secure the box in the wall. (See Diagram 7) Connect the control cable to the back of the circuit board with the RJ 11 cable and secure the control to the wall by 2 mounting screws provided.

Connect the other end of the control cable through the electrical access hole on the bottom of the control box and connect it to CN1.


### OPERATING INSTRUCTIONS FOR TRADITIONAL SAUNA HEATER

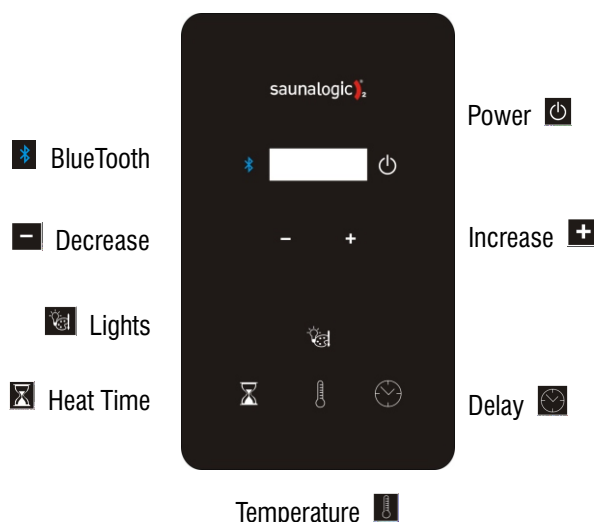
Press the SL2-C  icon once. The default settings for the temperature is 194°F, the bath time is 60 minutes(1601-43). These settings are adjustable (as described below) from 119° to 194°. Length of sauna can be set from 0 to 60 minutes. The time delay before start can be up to 24 hours. Any changes are remembered by the heater for your next bath. Should the heater power be lost then restored, the settings will return to their default values.

### SETTING THE DURATION AND TEMPERATURE

Press the  icon for time "+" or "-" icon on the SL2-C to increase or decrease time for desired setting. The maximum of time is 60 minutes.

Note: SL2-C24 (1601-43-1) Can operate for 24 hours in a commercial application where there is attendance on duty.

Press the  icon and then press "+" or "-" icon on the SL2 to increase or decrease temperature for desired setting. The maximum temperature is 194°F (90°C).







## SECTION 7: CONTROL INSTALLATION & OPERATION


Note: Typical bathing temperature is 150F to 165F displayed on the control.

**PRE-SET DELAYED START** Press the  icon and delay time will appear in the display and will toggle between “dlay” the amount of time remaining. The maximum of time is 24 hours. If no delay is desired, press button to toggle off the function.

**LIGHTING OPERATION (Optional)** SL2 is capable of operating ONLY a Lighting package purchased with the system. Press the  icon to cycle through lighting options. Press and hold the  icon for 3 seconds to turn off the light from during any color. Light will automatically turn off after 10 minutes the sauna cycle is completed.

Color sequence – White – Red – Green – Blue – Yellow – Aqua – Purple –  
Rotation of Colors - Off

Choose the color of choice and then set lighting brightness. The brightness will be on display for 3 seconds. Press the “+” or “-” button to increase or decrease the light setting. The setting options are 25, 50, 75, and 100% light output.

**BLUETOOTH OPERATION (Optional)** SL2 is capable of operating ONLY a Bluetooth package purchased with the system. Press the  icon to turn on or off to the system.

**EXTERNAL SWITCH (1601-36)** is a momentary, illuminated switch provides simple ON/OFF function to your SL2-C Control. In a commercial environment, it is recommended that the main Sauna Control be located either in a utility closet or at the Attendant's desk so the sauna time and temperature functions can be secured from the general public. This optional external switch will provide the sauna bather with the ability to turn the sauna ON or OFF only.

When the momentary switch is activated, the power icon will illuminate in blue and activate the sauna session that has been programmed on the SL2-C. Pressing the switch when it is illuminated will remove power to the sauna heater and end the bathing session.



**This switch cannot function on its own as a sauna control. It must be used on conjunction with the SL2-C control system**

## WARNING

*Do not locate benches over heater. Refer to Diagram 1 for minimum clearance of ceiling above heater is required.*

*Minimum clearance from heater to wooden surfaces (benches, side walls, heater fence etc.) is required. Refer to Diagram 1 for specific information.*

*Use only copper wire of the size and type indicated in the Heater Specification Chart and the temperature rating indicated on the heater junction box.*

*All heaters and controls must be grounded per NEC to prevent electrical shock in case of unit failure.*

*Electrical outlets or receptacle must not be installed in a sauna room.*

*A guardrail or fence is required around the heater to prevent burns from accidental contact.*

## SECTION 8: LIMIT CONTROL (RESET BUTTON)

The sauna heater has two built-in High Limit controls, which automatically turn off the heater if the temperature inside in the sauna room rises to an abnormally high level.

To restart the heater, let the heater cool and the timer run down to zero (off). Remove the protective cover, then push one of the two reset buttons with a small screwdriver (or preferred tool) on the back of the heater, See Diagram 2. If the High Limit continually shuts off the heater, refer to Section 14 for Troubleshooting.

## SECTION 9: HOW TO TAKE A SAUNA

- When taking a sauna, allow time to relax completely.
- Remove clothing and jewelry...if required, wear a towel loosely.
- After 10 minutes or when perspiration begins, leave sauna and relax in dressing area...follow with a cool shower.
- Cooling time should equal time spent in sauna. Enter sauna room again and stay 5 or 10 minutes.
- Repeat the cycle 2 or 3 times; end with a brisk shower...rinse in cool water.
- Dress when completely dry and perspiration has stopped.
- Some sauna bathers enjoy the soothing effect of steam by splashing water on the heated sauna rocks. Use only one dipper full (approx.  $\frac{1}{2}$  cup) at a time and take care to keep clear of the steam as it rises off the rocks.
- Do not smoke, exercise or drink alcoholic beverages in the sauna room.
- Do not pour chlorinated pool or spa water on the heater or corrosion damage may result.

## SECTION 10: WARNING PLACARDS

Two metal placards are included in the Installation Instruction Envelope packaged with every Sauna Heater. The CAUTION placard must be attached to the interior wall of the sauna room directly above the heater where it is visible to the bather. The WARNING placard must be attached to the door of the sauna room.

## SECTION 11: ROOM CONSTRUCTION

- For safety and reliability, the following rules must be addressed.
- No permanent locking or latch system is to be used on the sauna door.
- Acceptable door fittings are: magnetic catches, friction catches, spring or gravity loaded closures.
- The door must always open outwards.
- No shower may be installed in a sauna room.
- No electrical receptacle shall be installed inside the sauna room.
- The enclosed WARNING: Reduce the risk of overheating ... warning plate must be mounted on or alongside the door outside the sauna room at about eye level.
- The enclosed CAUTION: Reduce the risk of fire ... caution plate must be mounted on the interior wall above the heater.
- The heater should not be operated without its container properly filled with rocks and the rock guard in place.
- If an intercom speaker is installed, it should be away from the heater and as close to the floor as possible.
- Fire sprinkler systems installed inside any sauna room should be properly rated for sauna room temperatures.
- Always mount the heater according to these installation instructions.
- Minimum of R12 insulation in 16" on center 2x4 stud walls.
- Recommended minimum flooring thickness of 5/8"



Shower



Sauna (10 - 15 min.)



Shower or swim



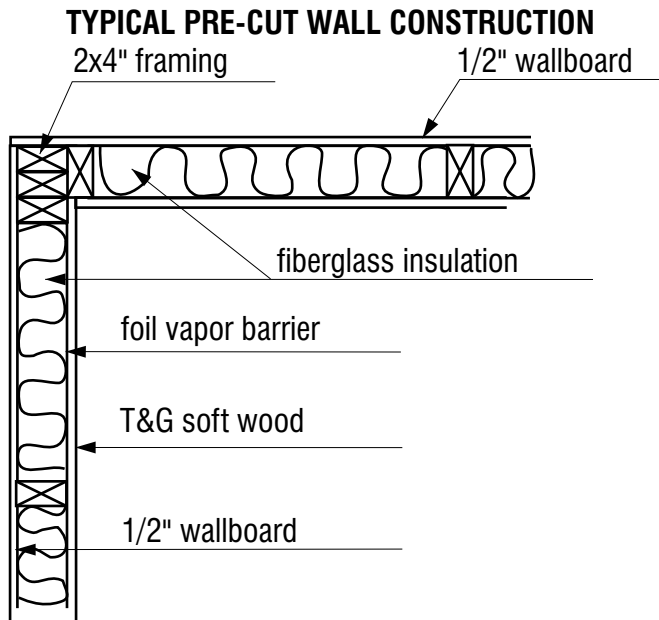
Rest (10 - 15 min.)



Relax with juice or water

You liked it?  
Do it once again and  
you will feel great.

**DIAGRAM 8**



## SECTION 12: VENTILATION

**VENTILATION** Ventilation shall be provided in a sauna, the air should be changed about 6 times an hour. This can be achieved by making a vent opening (fresh air inlet) in the sauna wall directly below the heater. The air outlet must be lower than the upper benches, as far as possible from the heater and about two feet higher than the fresh air inlet vent, See Diagram 9.

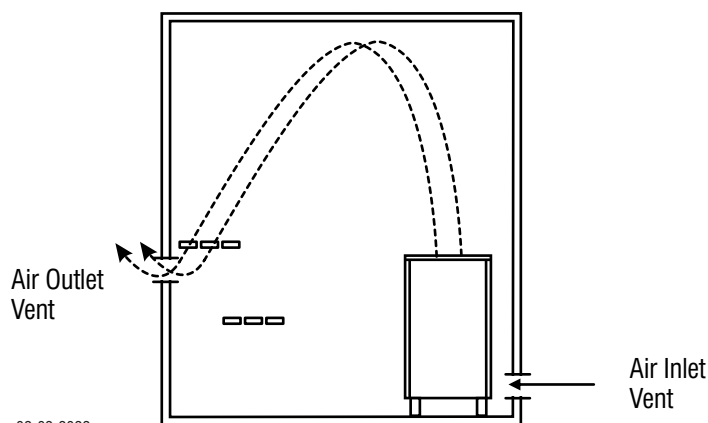
The minimum opening should be determined using one of the following formulas:

$$\begin{aligned} \text{For } R < 31, \quad V &\geq 9.4 \\ \text{For } R \geq 31, \quad V &\geq 0.3R \end{aligned}$$

R = the floor area of the room in square feet

V = the minimum vent size in square inches

**DIAGRAM 9**



*The "CAUTION" and "WARNING" placards must be mounted in accordance with Section 10.*

### WARNING

#### REDUCE THE RISK OF OVERHEATING

- \* Exit immediately if uncomfortable, dizzy, or sleepy. Staying too long in a sauna is capable of causing overheating.
- \* Supervise children at all times.
- \* Check with a doctor before use if pregnant, in poor health, or under medical care.
- \* Breathing heated air in conjunction with consumption of alcohol, drugs, or medication is capable of causing unconsciousness.

### CAUTION

#### REDUCE THE RISK OF FIRE

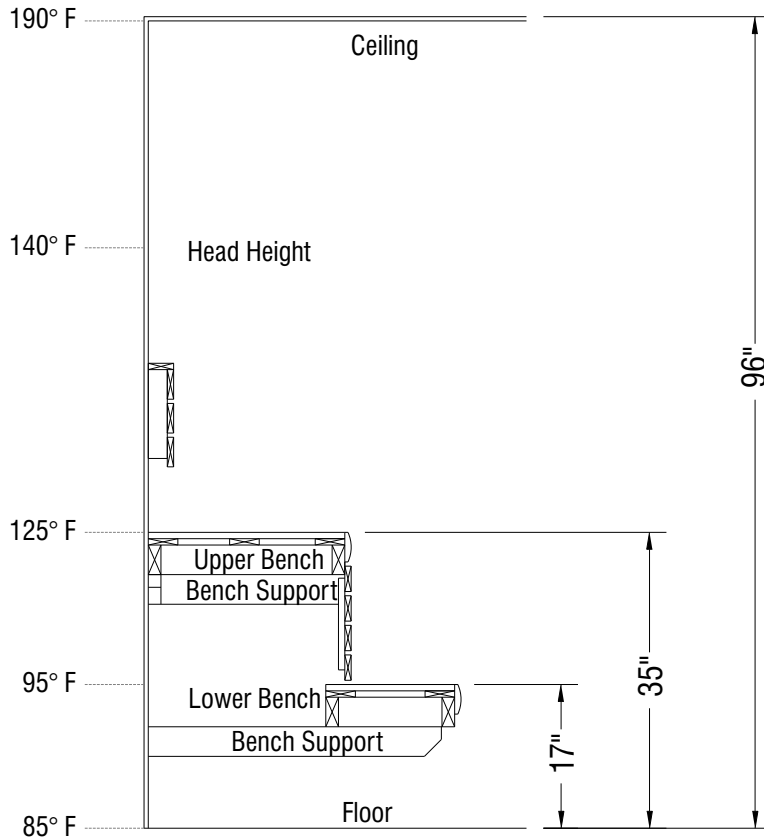
Do Not Place Combustible Material On The Heater At Any Time.

*For safety purpose sauna door must open out and not lock.*

*Never use a wood stain, seal or preservative on the inside of your sauna room.*

*Light fixtures get very hot during operation. Locate light fixture where it will not be a burn hazard.*

**DIAGRAM 10: ROOM TEMPERATURES**



Non-Typical Ceiling Height

**Notes:**

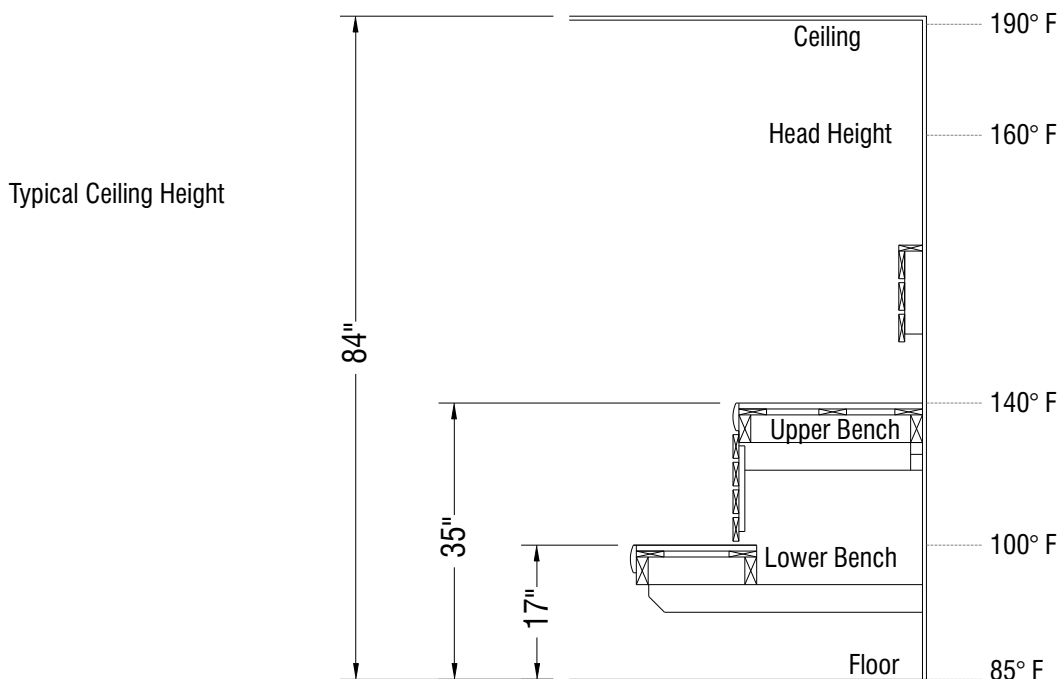
Temperatures vary in a sauna room by height and distance from heater.

Ventilation will help reduce it but will not eliminate temperature variations.

The hottest part of the room is always at the ceiling directly above the sauna heater and should not exceed 194°F (90°C).

Air temperature will be 15°F to 25°F lower on the opposite side of the room from the heater close to the ceiling.

The temperatures in the elevated view are general numbers. Each sauna room is different due to construction variations and ventilation.



Typical Ceiling Height

## SECTION 13: MAINTENANCE

Inspect sauna room at the end of each day the room to ensure the control and system is off.

The sauna, like a bathroom, should be kept clean and odor free. Towels or mats should always be used on benches and floor as perspiration otherwise penetrates the soft wood.

Air out the sauna often by keeping the door and vents open when the sauna is not in use. Saunas that are in daily use should be washed down at least once a week to keep them clean and the air fresh. Duckboard should be removed from the sauna, the sauna floor mopped and dried in a conventional manner, and the duckboard thoroughly scrubbed and dried before returning to the sauna room. The sauna heater should be wiped down occasionally with a damp cloth to remove lint and dust. The rocks should be removed once a year for cleaning and small or crumbled rocks replaced.

To clean and remove perspiration stains, use soap or detergent in warm water, best applied with a scrub brush. Badly soiled surfaces may require sanding. Sand paper wrapped around a wooden block works well.

Benches and supporting structure must be inspected annually for potential deterioration due to age, dry rot or abuse. Any boards with signs of deteriorations should be replaced immediately to avoid possible injury.

## SECTION 14: TROUBLESHOOTING

If control displays "Pre-Heat" it means there is no sensor connected to the CB Box or the room temperature is below 10°F. Refer to Section 5 for sensor installation information. Note: the system will heat for 5 minutes and then turn off and error "No Sensor" if a sensor is not connected to CN 4.

If control displays "HL" it means the high limit is open. Refer to Section 9 for high limit information how to reset the device. If the heater continues to have the high limit issue, check placement of sensor for correct location.

If the control displays "Door Open" check to see if there is a connector on CN 10.

System won't start to heat, ensure the system is not in the delay mode. If "dLAY" is flashing in the display window, the system is in the delay mode.

If control acts erratically or buttons turn on and off by itself during startup. Turn power off at the 120 Volt circuit breaker for control power, place the glass on the control and turn power back on the system. The control will automatically reset the sensitivity of the capacitive switches. Turn power back on and test.

CAUTION: Use only a contactor approved for 250,000 endurance Cycles / ATTENTION: Utiliser uniquement un contacteur approuvé pour 250,000 cycles de fonctionnement

For troubleshooting or service questions call 1-888-780-4427 and ask to speak with service. Prior to calling, please have the Model and Type number available. You may also email us at [us\\_techsupport@sauna360.com](mailto:us_techsupport@sauna360.com)

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## DIAGRAM 12: SL2 Control Mounting

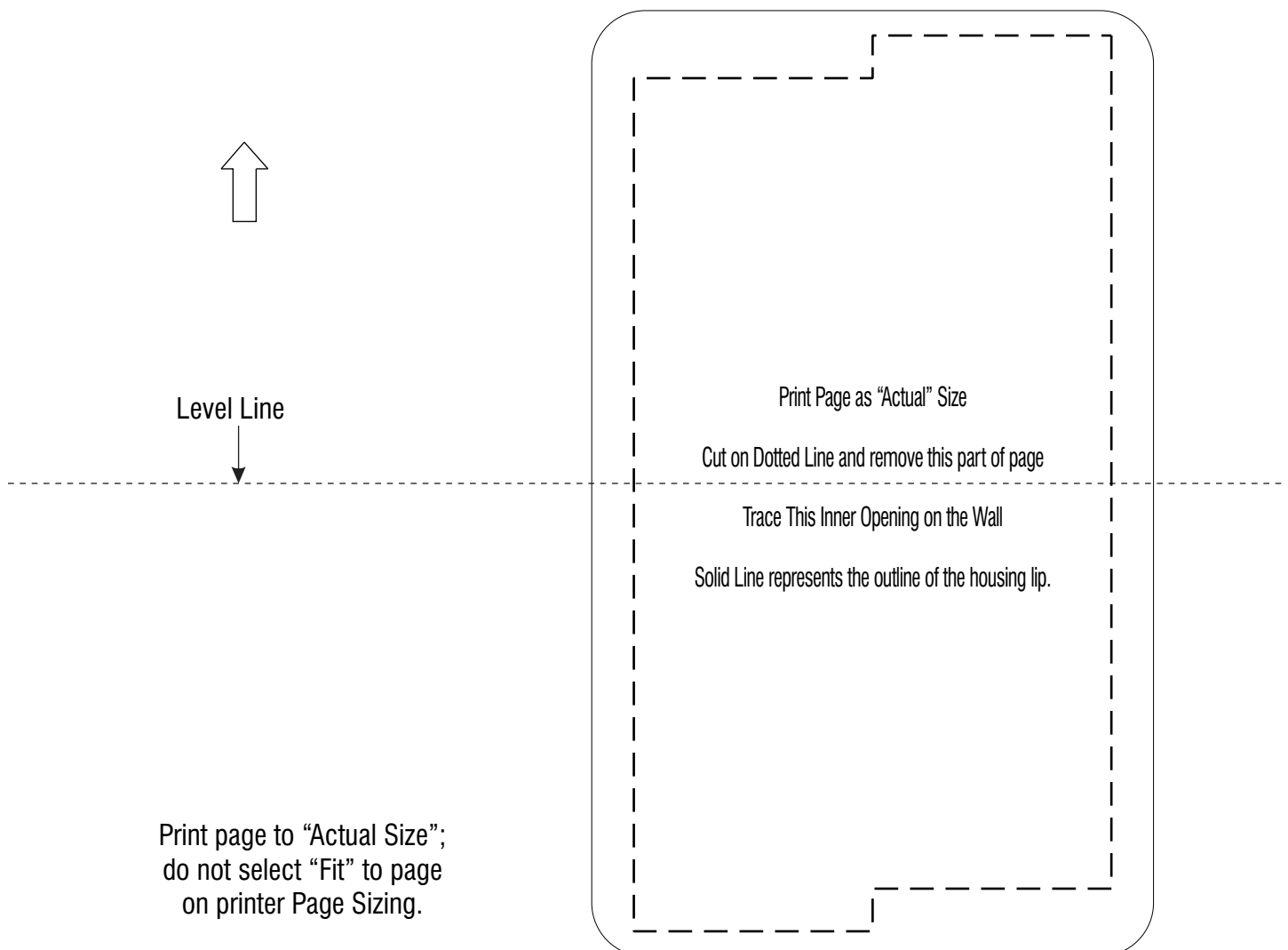
### Recessed Mounting For the SL2-C Control

The recessed mounting box allows the control to mount with its surface almost even to the wall surface. Print this page to “Actual” Size on Printer Options. (This will ensure the size of the opening is correct). Cut out the middle of this page on the dotted lines. The hole will be the size of the mounting box. Insert the mounting box in the hole of this page to ensure it is the correct size.

Trace the paper cut out on the wall. Cut a hole in the wall to match the inner dotted line for the mounting box. Run the control cable out of the wall through the hole in the mounting box. Ensure the hole is just big enough to mount the box. Push the mounting box into the hole and turn the mounting screws to pull the tab tight against the inside of the wall. Ensure the box is level and the correct end is UP (there is an arrow on the wall side of the box pointing up).

Connect the Control coupler to the control cable then feed the cables and connector through the hole in the box and into the wall. Test the Control before mounting it into the wall.

Hang the top of the control glass on the top of the recessed box and press the bottom of glass to snap on to box.





Sauna360, Inc. (also known as, “Finnleo”, “Tylo”, “Helo”, and “Amerec”) warrants to the original purchaser (“you”) the following regarding your new sauna, when purchased from one of our authorized retailers/service centers/“sauna specialists” (“dealers”) and the warranted product (a) is installed in accordance with installation instructions provided, (b) is properly and reasonably maintained, and (c) has not been subjected to damage, misuse, or abuse, and (d) is for residential use only.

**5****Year Traditional Sauna Heater Warranty**

Sauna360, Inc or its authorized representative will provide parts to replace those that have failed due to defects in manufacturing or workmanship for 5 years from the date of purchase, including freight costs for the first 5 years. The “failed” warranty item being replaced may need to be inspected at the factory prior to final warranty claim approval.

**5****Year CarbonFlex™ Infrared Emitter Warranty**

Sauna360, Inc or its authorized representative will provide parts to replace those that have failed due to defects in manufacturing or workmanship for 5 years from the date of purchase, including freight costs for the first 5 years. The “failed” warranty item being replaced may need to be inspected at the factory prior to final claim approval.

**5****Year Wood Cabinetry Warranty**

Sauna360, Inc or its authorized representative will provide parts to replace those that have failed due to defects in manufacturing or workmanship for 5 years from the date of purchase, including freight costs for the first 5 years. Since the wood used in sauna manufacturing has been kiln dried, a certain amount of expansion and contraction is to be expected in a typical sauna environment. This may result in minor cracks under normal use and is not covered under this warranty.

**5****Year Sauna Control Warranty**

Sauna360, Inc or its authorized representative will provide parts to replace those sauna control components that have failed due to defects in manufacturing or workmanship for 5 years from the date of purchase, including freight costs for five (5) years.

**5****Year Bluetooth Sound System/Speaker Warranty**

Sauna360, Inc or its authorized representative will provide parts to replace those that have failed due to defects in manufacturing or workmanship for 5 year from the date of purchase, including freight costs for five (5) years.

**5****Year LED Lighting System Warranty**

Sauna360, Inc or its authorized representative will provide parts to replace those that have failed due to defects in manufacturing or workmanship for 5 year from the date of purchase, including freight costs for five (5) years.

**2****Year In-Field Labor Coverage**

For non-commercial locations, Sauna360, Inc through its authorized representative will provide reasonable in-field labor to replace any covered defective parts for a period of two (2) years from the date of original purchase and three (3) additional years of at-the-factory labor, if the product is returned to the factory.

**1****Year Commercial Application Parts-only Warranty**

For commercial locations, Sauna360, Inc or its authorized representative will provide parts to replace those with defects in manufacturing or workmanship for a period of one (1) year from the original date of purchase for all components. *Other electrical components are covered under this warranty (see other sections)*

**Warranty Performance**

All warranty work must be (a) authorized by Sauna360, Inc. before it is performed; and (b) performed only by an authorized Sauna360, Inc. representative. This warranty shall not apply to any charges for parts or labor incurred before receiving approval by Sauna360, Inc.

**Warranty Procedure**

Requests for repair or replacement, a return authorization number, or warranty information should be directed to Sauna360, Inc. by calling toll-free 1-888-780-4427 or by writing to Sauna360, Inc 575 East Cokato Street, Cokato, MN 55321. Defective product or parts returned for repair or replacement must be shipped prepaid to Sauna360, Inc. at the above address. Shipping costs for return of replacement product or parts to the purchaser will be at the expense of Sauna360, Inc..

**Return Authorization**

A Return Authorization number assigned by a Sauna360, Inc. representative must accompany all returned parts. Parts that are returned without a Return Authorization number may not be repaired or replaced.

**NOTE:** Out-of-warranty replacement parts carry a 30-day warranty on the part only.

**Limitations, Exclusions, and Remedies**

There are no warranties which extend beyond the descriptions of the face hereof. This limited warranty is in lieu of all warranties, expressed or implied, and of all other obligations or liabilities on the part of Sauna360, Inc. There shall be no implied warranty of merchantability. Sauna360, Inc. neither assumes nor authorizes any person to assume for it any other obligation or liability in connection with the sale of its products.

Damages for breach of this warranty shall not exceed the lesser of the cost of repair or replacement. Repair or replacement shall be the exclusive remedy available to the purchaser.

Under no circumstance shall Sauna360, Inc. be liable by virtue of this warranty or otherwise for any special, indirect, secondary, incidental, or consequential damage of any nature to any person or property arising directly or indirectly out of the use or inability to use a warranted product.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion of limitation or incidental or consequential damages, so the above limitations and exclusions may not apply to you.

This warranty does not apply to damaged caused by Acts of God, misuse, abuse, negligence, accident unreasonable use, or by causes unrelated to defective materials or workmanship.

A valid proof of purchase in the form of a bill of sale or receipt from a retailer with the date of original purchase may be required to obtain warranty service.

**Disputes**

Any lawsuit alleging breach of this limited warranty shall be commenced within one (1) year from the date of breach.

This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province.

**Registration**

This limited warranty becomes valid only after the [Limited Warranty Registration Form](https://www.finnleo.com/support/warranty-registration) here and provided online at the brand-based links below, is completely filled-in and submitted to Sauna360, Inc. within sixty (60) days from the date of original installation. This warranty is non-transferrable and shall extend to the original purchaser only.

<https://www.finnleo.com/support/warranty-registration>



# SAUNA360 INC. Standard Warranty Approval Process

*SAUNA360 INC. product warranty may vary depending on model, serial number, and product application. For complete warranty disclosures view the SAUNA360 Warranty.*

1. All warranty parts orders or labor reimbursement requests need to start with a call to the SAUNA360 INC Technical Support Department; central time M-F 8am-5pm, 1-888-780-4427. Be prepared to supply the following information at the time of the call for the product under warranty.
  - a. Model or Type number
  - b. Serial Number
  - c. Customer name and address
  - d. Detailed description of the failure or issue
  - e. Diagnostic steps that have been performed
2. Additional troubleshooting may be necessary by dealer's service person at the customer's location. Technical support will supply troubleshooting support via email or over the phone to determine the exact component failure.
3. SAUNA360 INC Technical Support Technicians will determine warranty eligibility based on the information given. If a part warranty is approved the Technical Support Technician will order your part and ship it to your designated location.
  - a. Warranty part shipping charges will be covered by SAUNA360 INC. Any request for expedited shipping will be charged to the dealer/customer requesting rush orders.
  - b. Part returns may be necessary for failure determination or in the event Technical Support sent more parts than necessary to perform the repair. If SAUNA360 INC requests parts to be returned, you will be given a Return Goods Authorization (RGA) number to mark on your package. SAUNA360 reserves the right to invoice the dealer if requested parts are not returned.
  - c. Labor reimbursement warranty is evaluated and approved by the SAUNA360 INC Technical Support Department. The SAUNA360 INC Technician will authorize a predetermined labor credit based on the service repair. Only preauthorized repairs will be paid by SAUNA360 INC. For more details on warranty labor, see the SAUNA360 INC. Warranty.
    - i. SAUNA360 will provide the Warranty Claim Number associated with your claim including the preauthorized dollar amount. All labor claims must be submitted using the SAUNA360 INC Warranty Claim Form.
    - ii. Warranty Labor Claims must be submitted within 90 days after completion of the service work.

# SAUNA360 INC. Warranty Approval Process When Serial Number is Unavailable Prior to Service

There may be times when a dealer must perform service on a SAUNA360 INC product before the serial number is known. In those cases, the following two warranty service options are available for dealers:

1. Dealer Warranty Service Call to be done before Serial Number is available.
  - a. Call in to the SAUNA360 INC Technical Support Department, providing as much detail as possible about the product to be serviced (e.g., original Order #, product description, etc.).
  - b. Talk with Technical Support to get the proper part number for repairs (some items cannot be determined without the serial number).
  - c. You will be given a Warranty Claim Number and transferred to Sales to place the order for the desired parts.
  - d. SAUNA360 INC will issue an invoice for the ordered parts.
  - e. Dealer to fill out the Warranty Claim Form listing serial number of the product repaired, parts used, and what was done to perform the repair.
  - f. Upon receipt of the Warranty Claim Form, dealer will be issued a credit against the parts invoice.
2. Dealer Stocks Parts: Makes Claim after service is performed.
  - a. In this scenario the dealer has purchased a supply of the most commonly needed service parts. SAUNA360 INC can provide dealer with recommended parts to stock based on dealer's sales history.
  - b. Go to job site to diagnose repair with stocked parts in dealer's service vehicle.
  - c. Call Technical Support on the next business day to provide information on the repair and receive a Warranty Claim Number. SAUNA360 INC will determine if defective part is to be returned (if so, a Will Call Tag will be provided for the parts to be returned).
  - d. Fill out the Warranty Claim Form listing serial number of the product repaired, parts used, and what was done to perform the repair.
  - e. Upon receipt of the SAUNA360 INC Warranty Claim Form, you will receive replacement parts at no charge, including free freight, for your repair parts stock.

# SAUNA360 INC. Warranty Claim Form

E-mail the completed form to [US\\_TECHSUPPRORT@SAUNA360.COM](mailto:US_TECHSUPPRORT@SAUNA360.COM). Submission of this form does not constitute approval of labor reimbursement of an in-warranty service call.

## Electric Sauna Heater and Control

Heater Type/Model #: \_\_\_\_\_  
Control Type/Model: \_\_\_\_\_  
Serial Number\*: \_\_\_\_\_  
Voltage (120/208/240) \_\_\_\_\_ Phase (1/3) \_\_\_\_\_  
Purchase Date: \_\_\_\_\_  
Brand: \_\_\_\_\_

Repairs performed: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Infrared, Passport, Hallmark, Summit, PB Rooms

Room Model: \_\_\_\_\_  
Serial Number\*: \_\_\_\_\_  
Purchase Date: \_\_\_\_\_  
Brand: \_\_\_\_\_

Parts used for repair: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\* No parts or labor will be granted without the serial number of the room and or heater.  
Service repairs will be handled by local service agents in the specified area and are  
scheduled according to the service agent's availability.

### Send labor reimbursement to:

☐ Dealer Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Email \_\_\_\_\_  
Phone # \_\_\_\_\_

☐ Service Company Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Email \_\_\_\_\_  
Phone # \_\_\_\_\_

☐ Customer's Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Email \_\_\_\_\_  
Phone # \_\_\_\_\_

JOB NAME \_\_\_\_\_

DATE ORDERD \_\_\_\_\_

ORDER# \_\_\_\_\_

Claim # \_\_\_\_\_

RGA# \_\_\_\_\_

Labor amount \$ \_\_\_\_\_

LABOR ☐

PARTS ☐

BOTH ☐

FOR SAUNA360 USE ONLY

APPROVED BY \_\_\_\_\_

DATE APPROVED \_\_\_\_\_

WARRANTY \_\_\_\_\_