



# Near Infrared Pocket Sauna<sup>®</sup> OPERATION MANUAL

For your safety and continued enjoyment of this Product, always read the Operation Manual carefully before using.



# SAFETY

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## OPERATION PRECAUTIONS

Keep this Operation Manual for future reference.

Initially limit sauna session frequency to 1 per day and session duration to 20 minutes.

Turn on Light Panel only if you will use the sauna immediately or to preheat immediately prior to use.

Turn off Light Panel immediately after use.

Always maintain a distance of at least 18 inches between your body & limbs and the operating lamps.

Do not expose any one side of torso to operating lamps for too long by rotating torso 90 degrees every 2-5 minutes during the sauna session. Remove bulbs before moving, assembling, disassembling or servicing sauna.

Avoid direct water, liquid or metal contact with lamps. Unexpected lamp rupture may cause injury, fire, or property damage.

RISK OF FIRE. Keep combustible materials including Sauna Cover away from lamps.

RISK OF BURN. Do not touch operating lamps.

LAMP EMITS IR RADIATION WHICH MAY CAUSE EYE INJURY. Do not stare directly at operating bulbs. Do not use on infant, disabled, sleeping, or unconscious person or any person unable to avoid potential injury.

Do not use this sauna if you are impaired in any way by alcohol or illicit drugs. Do not consume alcohol or drugs during sauna use.

## ELECTRICAL PRECAUTIONS

Do not plug into an overloaded circuit, or an ungrounded circuit.

Do not touch Light Panel nor its power cord if you are wet.

Route power supply cords so as to keep them from being walked on or damaged.

**POWER SUPPLY REQUIREMENTS.** Light Panel is intended only for use with a 3-wire power socket that is properly grounded. 3 Lamp Light Panel is rated for 750W and 4 Lamp Light Panel is rated for 1000W. The Light Panel Products may only be operated in minimum 13A (maximum 20A) grounded electrical supply circuit with 50/60Hz 110-240VAC voltage .

**POWER SUPPLY VOLTAGE.** Use 120V-rated heat lamp bulbs only in countries with 110-120V power supply & use 240V-rated heat lamp bulbs only in countries with 220-240V power supply.

**INSPECT POWER CORD.** Always inspect power cord and Light Panel itself including lamp sockets, switch and lamp guard for damage before operating Light Panel. If any parts of Light Panel appear to be damaged, immediately turn off Light Panel and unplug from power source. Contact SaunaSpace® Customer Service for repair and/or replacement.

## MEDICAL & HEALTH PRECAUTIONS

Consult your health care provider prior to using this product.

**PREGNANCY.** Do not use the sauna if you are pregnant.

**IMPLANTS.** Consult your health care provider regarding use of the sauna if you have any type of implant.

**PRESCRIPTION MEDICATION.** Consult your physician prior to using the sauna if you take prescription medication.

**CHILDREN.** Children should not operate Light Panel nor enter sauna without proper adult supervision and approval of their health care provider.

**DANGER OF HYPERTHERMIA.** Do not allow your body's core temperature to exceed 103°F (39.4°C).

**HEALING REACTIONS.** They occur with sauna use and are temporary symptoms that occur as toxic substances are eliminated and chronic infections heal. Symptoms vary, but mild odors, tastes or rashes are very common and usually pass quickly. Some people feel great fatigue after sessions and this is normal. Some people have bowel changes, aches, pains or headaches.

# DISCLAIMER

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Always consult a health care provider who is knowledgeable in sauna use before using a sauna. Saunas are powerful devices and monitoring your progress by a professional trained in sauna use is always advisable. Sauna therapy can be dangerous and even fatal for some people under some circumstances. If you are considering sauna therapy, you must first seek the advice of your health care provider about sauna therapy and should also become educated as to the proper use of sauna, preparations for doing sauna therapy, as well as fully understanding the risks involved in sauna therapy.

Risks include, but are not limited to, cardiac failure, stroke, fainting, headache, nausea, weakness, rashes, hot flashes, dehydration, exacerbation of neurological symptoms, and even death. Variables of sauna therapy such as health condition of user, duration of sauna therapy, proper hydration, electrolyte and mineral balance and restoration must be properly considered and heeded before proceeding with sauna therapy.

SaunaSpace LLC (hereafter "SaunaSpace®") Pocket Sauna® Products (hereafter "Products") are not registered with the United States Food and Drug Administration (FDA) as a Medical Devices. Consult your licensed health care provider to see if the SaunaSpace®'s Products are right for you. SaunaSpace® and/or its partners, associates, etc. are not liable for the use of SaunaSpace® Products nor any incidental or consequential damages. Under no circumstances shall SaunaSpace® Products or any of its representatives be held liable for injury to any persons or damage to any property. Some states do not allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

The FDA requires us to inform you that this Product is not intended to diagnose or treat any disease or medical problem and is not a substitute for regular medical care from a licensed physician.

# TABLE OF CONTENTS

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## 3 SAFETY

Operation Precautions  
Electrical Precautions  
Medical & Health Precautions

## 5 DISCLAIMER

## 8 SAUNA THERAPY

Why Sauna Therapy?  
The Near Infrared Advantage

## 9 SPECIFICATIONS

3 Lamp Light Panel  
4 Lamp Light Panel

## 10 PART LIST

Near Infrared Light Panel  
Sauna Frame  
Sauna Cover  
Sauna Stool

## 11 INSTALLATION

### 12 ATTACH CLAMPS

### 13 ASSEMBLE STOOL

### 14 SETUP FRAME

1. Mount Light Panel to Long Poles  
2. Assemble Frame Rear  
3. Insert Short Poles & Stand Up  
4. Stand Up & Install Door Pole  
4. Install Mat

### 19 ALIGN LAMPS

### 20 INSTALL COVER

### 21 INSTALL BULBS

## 22 OPERATION

### 22 GENERAL GUIDELINES

### 23 PREPARATION BEFORE USE

### 24 DURING SAUNA USE

### 25 CLEAN-UP & COOL DOWN AFTER USE

## 26 PRODUCT CARE

## 27 3 YEAR WARRANTY

## 28 RETURNS & REPAIRS

## 30 CONTACT US

# SAUNA THERAPY

## WHY SAUNA THERAPY?

Throughout history, humans have used sauna therapy, also known as hyperthermic therapy, as a safe and powerful means of detoxification. Sauna therapy heats the body, dramatically increasing blood-flow to the vital organs and skin, unlocking even hard to reach toxins. Sweating during vigorous exercise can raise the body temperature, but the “fight or flight” (sympathetic) state decreases deep organ blood flow. When you work-out you sweat, but you don’t detox much at all. Only in a “rest & digest” (parasympathetic) nervous state will sweating result in detoxification. Like sweating in a sauna.

## THE NEAR INFRARED ADVANTAGE

Near infrared (NIR) sauna therapy has the power to change your body and mind. The beneficial effects positively impact acute and chronic infections, skin rejuvenation, the immune system, aging and longevity, and more.

### DEEP TISSUE PENETRATION

Higher energy NIR light (versus lower energy far infrared) can penetrate up to 9 inches into the body reaching even internal organs. NIR lamp therapy provides improved cellular healing and energy compared to far infrared emitters, an important difference. Toxin protection, anti-inflammation and pain relief are additional benefits.

### PHOTOTHERAPY

Specific wavelengths of near infrared light are absorbed cellular receptors, directly activating healing and detoxification processes in the cells and tissues.

### SAFETY & EFFICIENCY

Incandescent near infrared heat lamps are both ultra-low EMF and energy-efficient. NIR Heat Lamps provide the therapeutic effects inherent in the NIR band of natural sunlight, but without the harmful ionizing UV radiation.

### ROTATION PROTOCOL

Rotating the body in our sauna allows for more even heating of the body and a more balanced sweat response, as well as better circulation by forcing the body to shunt blood from one side of the body to the other.

# SPECIFICATIONS

## 3 LAMP LIGHT PANEL

Brand: SaunaSpace®

|               |                        |                        |
|---------------|------------------------|------------------------|
| MPN: 56143011 | Weight: 12 lb (5.4 kg) | Wood Species: Poplar   |
| MPN: 56153021 | Weight: 10 lb (4.5 kg) | Wood Species: Basswood |

### DIMENSIONS

Width: 23.75 in (60.3 cm)

Height: 15.5 in (39.3 cm)

Depth: 9.25 in (23.5 cm)

### ELECTRICAL INFO

Voltage: 110-240 VAC

Amperage: 6.2 A

Wattage: 750 W

Frequency: 50-60 Hz

Plug Type: B (USA), F (EURO), G (UK); I (AU/NZ) or J (SWISS)

Power Cord Length: 12 ft (3.66 m)

All electrical components UL-listed.

This product is CE-certified.



## 4 LAMP LIGHT PANEL

Brand: SaunaSpace®

|               |                        |                        |
|---------------|------------------------|------------------------|
| MPN: 56144011 | Weight: 16 lb (7.3 kg) | Wood Species: Poplar   |
| MPN: 56154021 | Weight: 14 lb (6.4 kg) | Wood Species: Basswood |

### DIMENSIONS

Width: 23.75 in (60.3 cm)

Height: 23.5 in (59.7 cm)

Depth: 9.25 in (23.5 cm)

### ELECTRICAL INFO

Voltage: 110-240 VAC

Amperage: 8.3 A

Wattage: 1000 W

Frequency: 50-60 Hz

Plug Type: B (USA), F (EURO), G (UK); I (AU/NZ) or J (SWISS)

Power Cord Length: 12 ft (3.66 m)

All electrical components UL-listed.

This product is CE-certified.



# PART LIST

## NEAR INFRARED LIGHT PANEL

| #      | Part                                    |
|--------|---|
| 1      | Pre-assembled Light Panel (3 or 4 Lamp) |
| 3 or 4 | 250W (120V or 240V) Heat Lamp Bulb      |
| 4      | TurnKey Mounting Clamp                  |

## SAUNA FRAME

| # | Part                                 |
|---|--------------------------------------|
| 4 | LONG Vertical Pole (60.5 in)         |
| 5 | SHORT Horizontal Pole (46 in)        |
| 2 | 3-Way Canvas Fitting                 |
| 2 | 2-Way Canvas Fitting                 |
| 4 | 2-Way Canvas Fitting with Snap Strap |
| 1 | Bamboo Mat                           |
| 1 | Long Mat Stick (49 in)               |
| 1 | Short Mat Stick (22 in)              |

## SAUNA COVER

| # | Part   |
|---|--|
| 2 | 10 oz cotton duck, naturally pre-shrunk cotton (Outer Layer with pocket on door) |

## SAUNA STOOL

| # | Part       |
|---|------------|
| 1 | Seat Plate |
| 2 | Leg Panel  |

# INSTALLATION

Estimated Assembly Time: 10-30 minutes

## 1. UNPACKAGE PRODUCT

Confirm that all parts were received & have not been damaged during shipping. Lay Light Panel on floor, lamps facing up, plug into power outlet, install all bulbs and turn on to test. If Light Panel fails to turn on or 1 of the bulbs is not functioning, contact SaunaSpace Customer Support for repair or replacement. Uninstall bulbs before proceeding with Installation.

## 2. CHOOSE INSTALLATION LOCATION

At least 51" front width x 24" rear width x 51" depth x 62" height

## 3. ATTACH CLAMPS (P. 12)

Skip if Light Panel will not be installed in a Pocket Sauna®.

## 4. ASSEMBLE STOOL (P. 13)

## 5. SETUP FRAME + MAT (P. 14)

## 6. ALIGN LAMPS TO TORSO (P. 19)

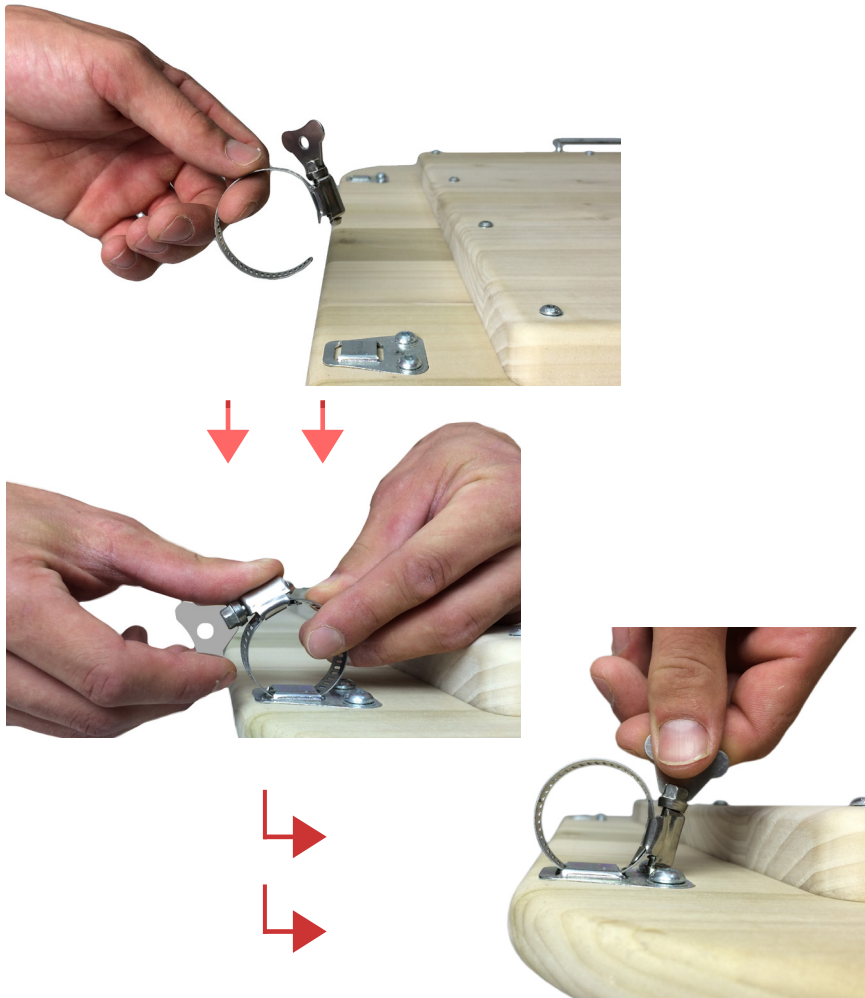
## 7. INSTALL COVER (P. 20)

## 8. INSTALL BULBS (P. 21)

# ATTACH CLAMPS

Install Clamps into Light Panel's Bracket Slots as shown:

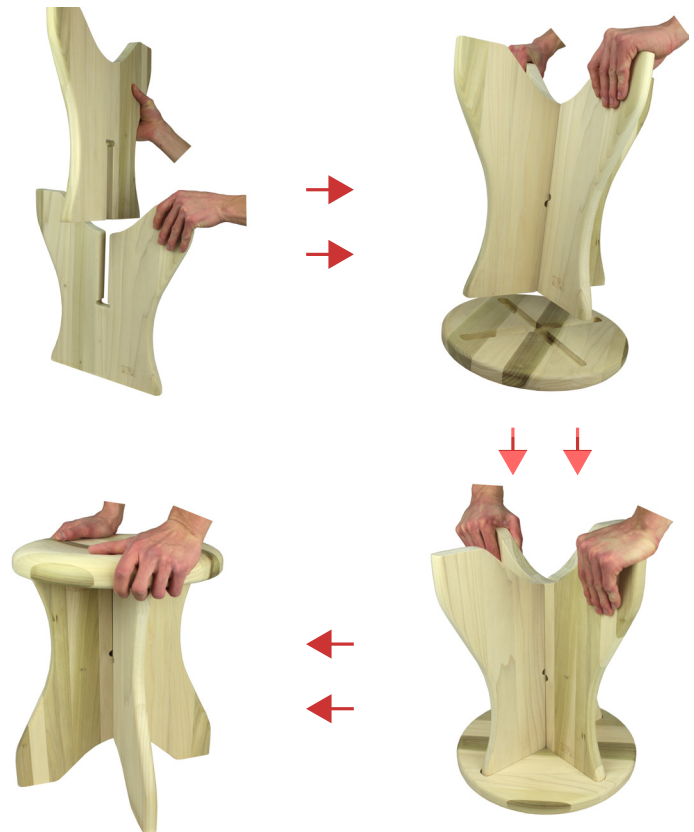
1. Rotate TurnKey counter-clockwise to loosen until bare end of Clamp Strap is released from TurnKey screw.
2. With TurnKey pointed toward Light Panel, insert bare end into Bracket Slot.
3. Close Clamp by inserting bare end into TurnKey Screw and rotating TurnKey clockwise.



# ASSEMBLE STOOL

Sauna Stool Accessory is the ideal seat for your Pocket Sauna®.

1. Connect leg panels by aligning middle grooves and pushing together.
2. Place seat plate upside-down on floor, with X-shaped groove facing up.
3. Insert flat end of connected leg panels into matching X-groove. Gently push/tap legs into place.
4. Flip stool over and stand up on legs. Sit on stool or grasp stool by seat plate and fully insert legs into place by tapping feet against floor.





# SETUP FRAME

Logos face outward when Fittings are installed. Note that the 4 2-Way Fittings with Snap Strap must go on bottom of Frame to connect Mat.

## FITTINGS

2 of 3-Way Fitting

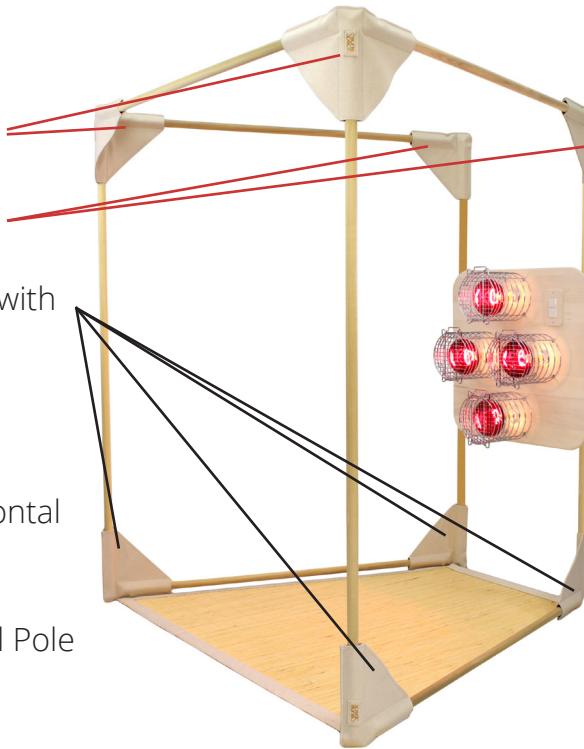
2 of 2-Way Fitting

4 of 2-Way Fitting with Snap Strap

## POLES

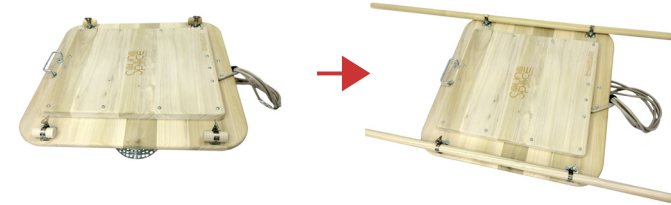
5 of SHORT Horizontal Pole (46 in)

4 of LONG Vertical Pole (60.5 in)



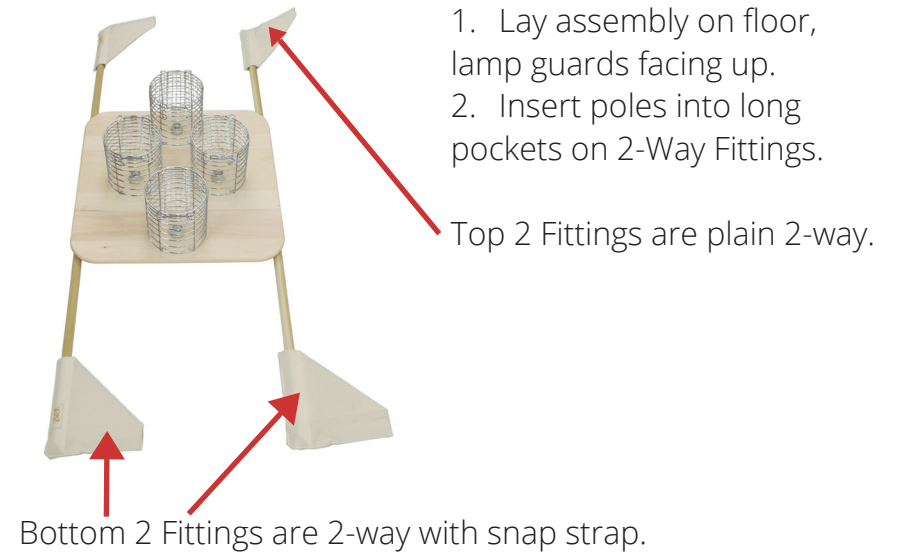
## 1. MOUNT LIGHT PANEL TO LONG POLES

1. Place Light Panel face-down on floor.
2. Slide a LONG Pole through each Clamp Pair, placing middle of each Pole at midpoint of Light Panel.
3. Tighten Clamps until snug.



## 2. ASSEMBLE FRAME REAR

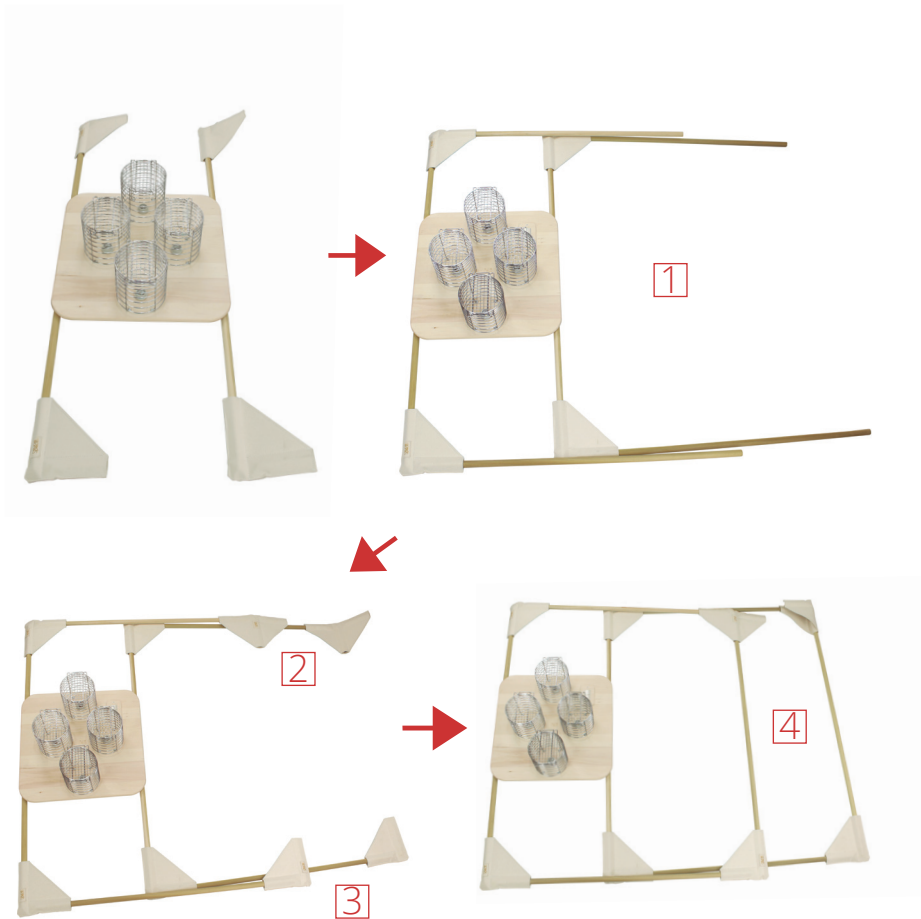
1. Lay assembly on floor, lamp guards facing up.
2. Insert poles into long pockets on 2-Way Fittings.





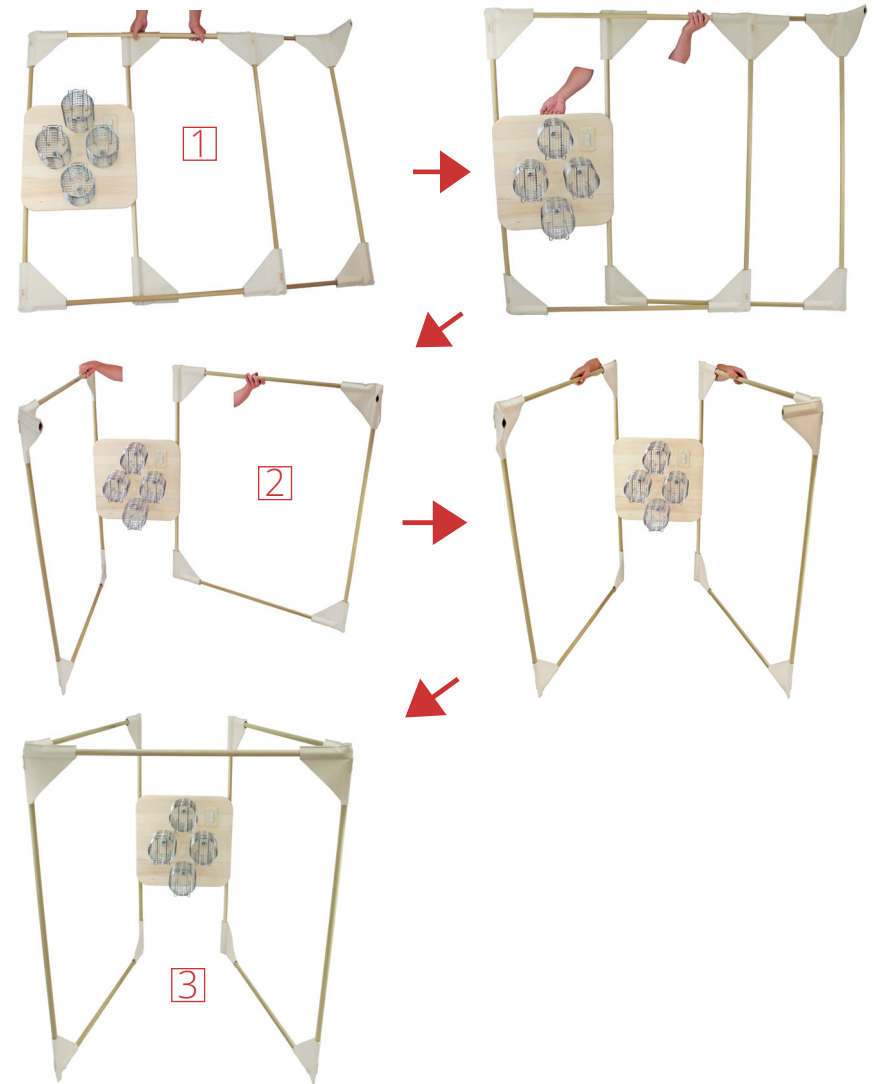
### 3. INSERT SHORT POLES & STAND UP

1. Insert 4 SHORT Poles into 2-Way Fittings.
2. Install 3-Way Fittings on top Poles.
3. Install 2-Way Fittings with snaps straps on bottom Poles.
4. Install remaining 2 LONG Poles.



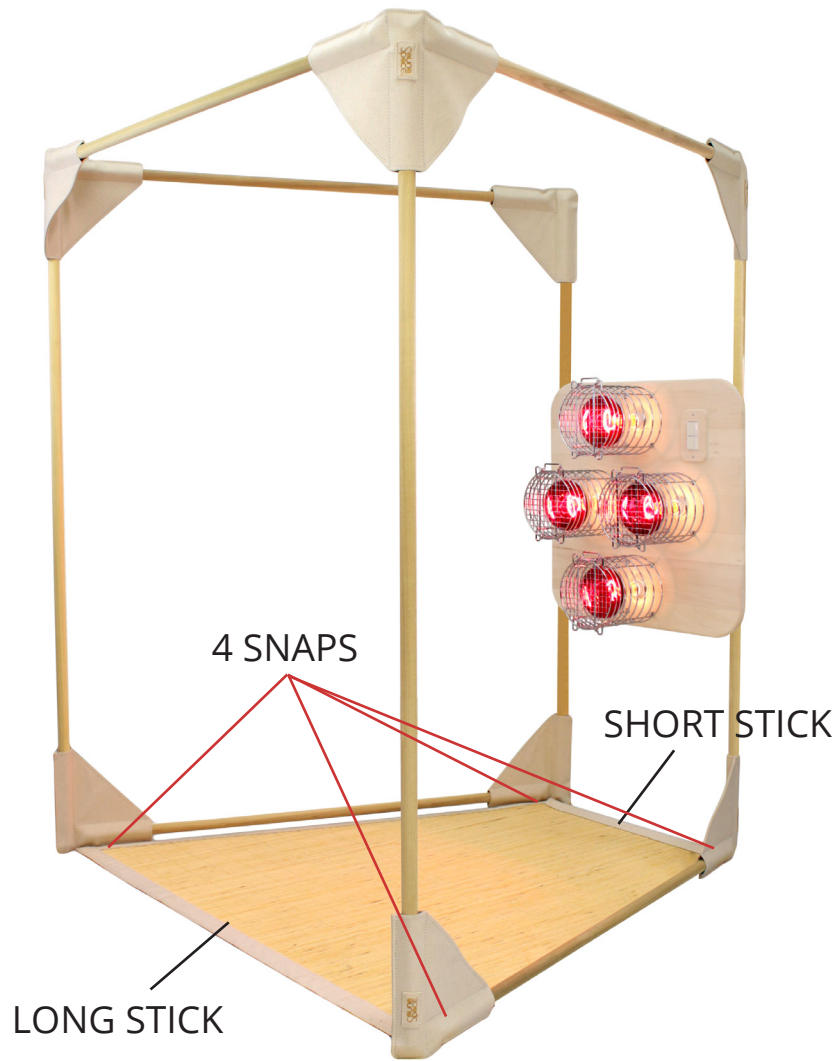
### 4. STAND UP & INSTALL DOOR POLE

1. Stand up assembly by grasping top Frame Poles & pulling upright.
2. Open walls outward to form the trapezoidal footprint.
3. Install final SHORT Pole, connecting the 3-Way Fittings.



## 4. INSTALL MAT

1. Insert Short & Long Sticks into matching Short and Long Sleeves of Mat. Do this outside the sauna.
2. Place mat in sauna & snap 4 corner buttons into straps bottom Frame Fittings that lay underneath the mat.



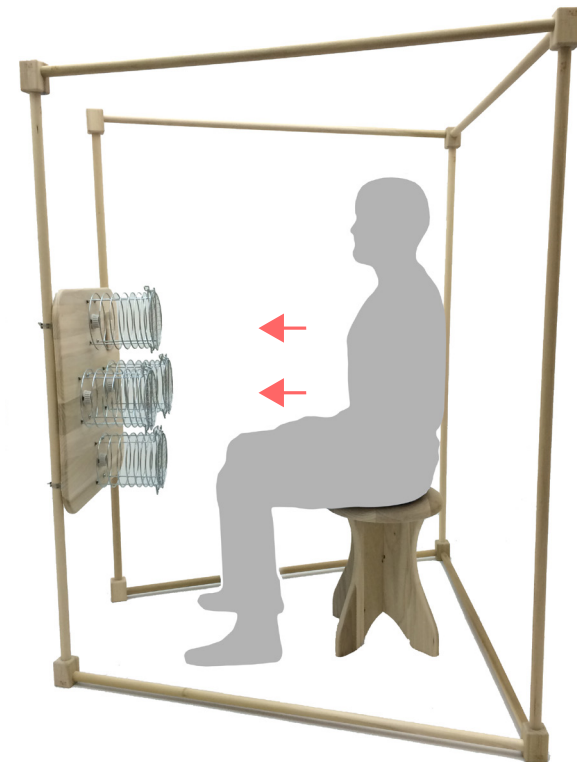
## ALIGN LAMPS

The most effective sauna therapy focuses the heat on the torso, the seat of the body's toxins, thereby maximizing the detoxification effect.

THE TOP LAMP SHOULD ALIGN WITH CHEST & MIDDLE  
TWO LAMPS BELOW ALIGN WITH ABDOMEN WHILE USER  
IS SEATED.

If Light Panel is at an incorrect height or is out of level:

1. Turn clamp keys counter-clockwise to loosen.
2. Slide Light Panel to desired position.
3. Re-tighten clamp keys after proper height & level is achieved.



# INSTALL COVER

- 1st, install Inner Layer (no embroidered pocket), seams inside.
- Drape Cover over top and align the top corners. Wide side of top goes to the front, narrow end to rear.
- After Cover is aligned on top, tuck rear-bottom corners under Frame, then tuck front-bottom corners under Frame for a snug fit.
- Repeat Steps 1-3 to install Outer Layer (with embroidered logo & pocket on door).
- After correct installation, Cover should be dressed tightly around top and bottom corners, both outside and inside sauna.
- Pass power cord through grommets on Cover behind Light Panel.

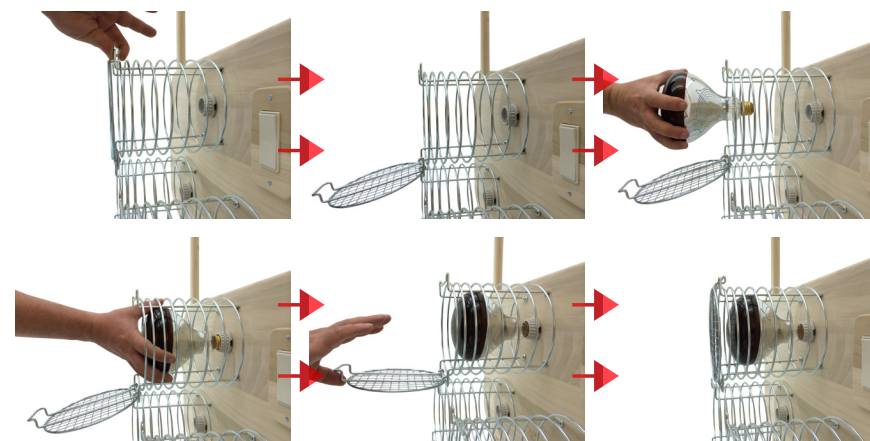


# INSTALL BULBS

## CAUTION

Take care not to cross-thread bulbs during installation, which may result in damage to the heat lamp and/or socket.

- Open Door fully by pulling on latch and pushing against adjacent wire tabs.
- Insert bulb as shown and carefully thread clockwise into socket.
- Close door and ensure latch snaps onto guard body securely.



US, CANADA, JAPAN, TAIWAN, OTHER SELECT COUNTRIES  
Only use 120V-rated heat lamp bulbs.

UK, EUROPE, MIDDLE EAST, ASIA, AUSTRALIA, MOST OTHER COUNTRIES  
Only use 240V-rated heat lamp bulbs.

SaunaSpace® stocks both 120V and 240V heat lamps for wherever you'll use your Pocket Sauna®, available at [saunaspace.com](https://saunaspace.com).

# OPERATION

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Refer to the following sections to understand proper sauna operation:

1. GENERAL GUIDELINES
2. PREPARATION BEFORE USE
3. DURING SAUNA USE
4. CLEAN-UP & COOL DOWN AFTER USE

## GENERAL GUIDELINES

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### SESSION DURATION

Always begin with a maximum of one session daily for no more than 20 minutes. Slowly increase duration as you acclimate to sauna use.

### SESSION FREQUENCY

Start with once daily. Eventually, the sauna may be used twice a week to twice a day. If one is very debilitated, begin with 1 session a week. Work up to daily use as you are able to do so.

### SESSION TIME OF DAY

It is best to use a sauna first thing in the morning or the last thing at night. These are the times one is most relaxed, and the more one relaxes, the more one will sweat parasympathetically and so promote detoxification.

### SUPERVISION

The presence of an attendant or friend close by is most helpful if you have any type of health condition.

## PREPARATION BEFORE USE

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### 1. ALIGN LAMPS TO TORSO & LEVEL

Make sure the lamps are properly aligned to your torso, described on page 20.

### 2. PREHEAT

To prepare for the sauna session, pre-heat the sauna air to about 100-110°F (38-43°C). Use the 4th lamp (4 Lamp Light Panel only) to pre-heat faster.

### 3. DRINK

8-16 ounces of water before a sauna session.

### 4. TOWELS

Place a towel on the stool and another beneath your feet. Perhaps have another small towel to wipe sweat off the face during the sauna session.

**Remove and wash used sauna towels after every sauna session to convey your odorous and caustic sauna sweat out of the sauna via the towels. Failure to remove and wash soiled towels may lead to mildew damage on your Product.**

### 5. CLOTHING

Wear minimal clothing in a near infrared sauna so that the rays will penetrate the skin, especially the torso. Users may want cover the genitalia with a towel to prevent over exposure of this sensitive tissue.

### 6. NO DISTRACTIONS

Avoid working, studying, or talking. Detoxification requires a relaxed nervous system, so relax, listen to some relaxing music if necessary, meditate or use visualization techniques. Sit comfortably but erect and avoid slouching or leaning.

# DURING SAUNA USE

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Always keep your body and limbs at least 18 inches (46 cm) away from operating heat lamps.

Never operate Light Panel unless lamp guard door is securely closed.

Never stare directly into the operating heat lamps.

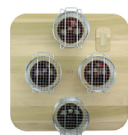
Always leave a sauna at once if you feel very faint, if you stop sweating, if your face turns bright red, or if your heart starts to race. This indicates overheating or heat stroke.

## 1. LIGHT PANEL ON/OFF SWITCH OPERATION



### 3 LAMP

One switch operates all 3 lamps.



### 4 LAMP

Upper switch operates top 3 lamps, lower switch operates bottom lamp. 4th lamp may need to be turned off to control temperature.

## 2. SESSION DURATION & FREQUENCY

Preheat the sauna before use.

Always begin with a maximum of one session daily for no more than 20 minutes.

After a few weeks, you may slowly increase to 35+ minutes if you feel well enough to do so.

## 3. ALIGN LAMPS TO TORSO

Confirm lamps are aligned to torso as described on p. 20.

## 4. ROTATE

The torso should be turned 90 degrees every 2-5 minutes to control heat exposure and to prevent burning of the skin. Never sit in the operating sauna without rotating every few minutes to avoid overheating.

## 5. TURN OFF

Light Panel should be turned off after sauna session is completed.

# CLEAN-UP & COOL DOWN AFTER USE

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## 1. DRINK

8-16 ounces of water after a sauna session.

## 2. RINSE OFF IN SHOWER

After a sauna session you may wish to take a shower to rinse off. This may prevent re-absorption of toxins excreted from tissues to the skin's surface through sweating.

Scrubbing the skin with a natural-bristle brush or loofa may be desirable.

## 3. RELAX

After a sauna session, relax to allow the body to re-adjust. Always rest for 10 to 15 minutes after a sauna session. Do not go return to daily activities immediately.



# PRODUCT CARE

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## LIGHT PANEL

Unfinished wood must be protected from sources of water and conditions of high humidity.

## FRAME

Contains unfinished wood must be protected from sources of water and conditions of high humidity. Same goes for the Canvas Fittings.

## COVER

Spot-clean soiled areas of canvas as needed with a sprayer of hydrogen peroxide solution. Air dry fabric in warm room.

### WASHING MACHINE INSTRUCTION

**Cold water**, delicate cycle with BioKleen Fragrance Free or similar hypoallergenic detergent.

**Air dry only**. Do not put this in the dryer.

Installed Cover may be steamed with a fabric steamer to reduce visible wrinkles. Care must be taken to use fabric steamer correctly and according to manufacturer's instructions to avoid discoloring and/or damaging the cover material.

## STOOL

Unfinished wood must be protected from sources of water and conditions of high humidity. PLACE A TOWEL ON YOUR STOOL DURING SAUNA OPERATION TO PROTECT IT FROM EXPOSURE TO SWEAT.

**Failure to remove and wash soiled towels can lead to mildew damage on your Product.**

## MAT

Unfinished bamboo and cotton canvas must be protected from sources of water and conditions of high humidity. Spot-clean bamboo as needed with a mild water-vinegar (1:1 vinegar/water) solution.

Avoid sweating directly on the mat to extend it's product life and to keep the sauna experience pleasant. The mat is a barrier between the existing flooring and the sauna, but is not designed to soak up sauna sweat. PLACE A TOWEL ABOVE THE MAT DURING SAUNA OPERATION TO COLLECT YOUR SAUNA SWEAT.

**Failure to remove and wash soiled towels can lead to mildew damage on your Product.**

# 5 YEAR WARRANTY

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SaunaSpace LLC (hereafter referred to as "SaunaSpace®") recognizes that certain natural materials components such as wood, cotton and steel used in its Pocket Sauna® Products (hereafter referred to as "Products") have naturally occurring blemishes, discolorations, minor imperfections, knots and irregular character and grain. These naturally occurring irregularities are not considered defects in materials for the purpose of this warranty, providing they do not adversely affect the functionality of the Product.

SaunaSpace® warrants to the original consumer purchaser that its Products will be free from defects in materials and workmanship appearing under normal use within five (5) years after the date of purchase. This warranty does not cover damage to Products caused by abuse, acts of God, mishandling, unauthorized repair or your failure to consult a licensed health care provider regarding proper use of this product. This warranty specifically excludes heat lamp bulbs.

THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES; AND ANY IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WARRANTY. IN NO EVENT WILL SAUNASPACE® BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Some states do not allow limitations on how long an implied warranty lasts and/or the exclusion or limitation of incidental or consequential damages, so the above limitation and/or the above exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. As its sole responsibility and your sole remedy for any warranted defect, SaunaSpace® will replace any defective part of its Products, containing a warranted defect, free of charge, and with notification within a reasonable period of time (but no longer than 6 months) following the discovery of such defect.

# RETURNS & REPAIRS

## 100 DAY TRIAL

At SaunaSpace®, we want you to be happy with your purchase. At SaunaSpace®, we want you to be satisfied with your purchase. You have up to 100 days to test your Pocket Sauna® Product and decide if it suits you.

We think you'll keep it. But if not, you can return it for a refund.

As long as the Pocket Sauna® Product is still in "like new condition" we will refund the purchase price, minus a return shipping fee.

If you roughed it up a bit, that's okay. We may deduct a proportional amount from the refund to cover the cost of repair of the damaged component.

You may either exchange the product for the same product or receive a refund for amount of the purchased product.

Refunds on returned products will be issued in the same payment form as tendered at time of purchase. Payments made by credit card will be reimbursed to your account after we receive the item. Please allow 7-14 days for a credit to appear on your credit card statement.

## HOW TO RETURN OR EXCHANGE YOUR PRODUCT?

1. **DESCRIBE** your reason for return or exchange to:

### EMAIL

sales@saunaspace.com

### PHONE

toll-free (844) 999-5858, 8am-5pm CST, Monday-Friday excluding holidays. If you call outside normal business hours, please leave a voicemail describing the nature of your inquiry and we will contact you.

## 2. PRE-PAID RETURN SHIPPING LABELS

We email you pre-paid Fedex label(s) for your return shipment(s).

## 3. ONCE YOUR RETURN REQUEST IS CONFIRMED

Repack the item in its original shipping carton exactly as it was received. Tape carton(s) securely shut and affix pre-paid labels to appropriate box(s). Drop off packages at your local Fedex Office, or call Fedex to schedule a pickup.

## 100 DAY TRIAL RETURN POLICY RULES

Claims for items missing or damaged in transit must be received within five (5) business days of receipt of product.

As long as the Pocket Sauna® Product is still in "like new condition" we will refund the purchase price, minus a return shipping fee:

- \$50 for a Pocket Sauna
- \$25 for a Light Panel or other Pocket Sauna Component
- \$10 for bulb and/or book

The above return shipping fee only applies to orders of Products to continental USA. Return shipping fee for returns from Hawaii, Alaska, and all international destinations will be equivalent to the actual cost to return-ship.

**All returned or exchanged items must be in "like-new" condition, in their original shipping carton, and must include all packing material and all parts.**

**Pocket Sauna® Products must be undamaged, unmarred, and unstained.**

**Bulbs must still be functional.**

**Books must be in mint condition.**

Goods will be inspected upon return. Identified damages due to user abuse will be noted and valued, and will result in proportional reduction of refund amount.

Please take care to re-pack items exactly as received in order to avoid damage during return shipping. Damage due to poorly packed items are



not covered by the included shipping insurance and will be deducted from refund.

SaunaSpace® is not responsible for personal data or items left in returned merchandise.

SaunaSpace® is not responsible for any consequential or incidental damage resulting from the sale or use of any product bought from us. We are responsible for the monetary value of the product only.

## WHAT ABOUT WARRANTIED REPAIRS?

Refer to the 5 YEAR WARRANTY POLICY on p. 27 for details.

If your warranted defective product is accepted for return, 7 business days will be required for repair or replacement before your repaired product or replacement product is shipped out to you. All repaired or replacement products will be shipped by ground courier service and a tracking number will be emailed to you once the shipment is in transport.

Refer to HOW TO RETURN OR EXCHANGE YOUR PRODUCT on p. 28 to return your Product for repair.

## WHAT ABOUT NON-WARRANTIED REPAIRS?

For non-warranted repairs we make every attempt to repair your Pocket Sauna® Product quickly and affordably. We charge a rate of \$50 per hour for repairs. The cost of repair will only be determined after we receive the Product and have analyzed the Product's condition and the nature of the repair.

Refer to HOW TO RETURN OR EXCHANGE YOUR PRODUCT on p. 28 to return your Product for repair.

# CONTACT US

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### WEBSITE

saunaspace.com

### EMAIL

sales@saunaspace.com

### PHONE

toll-free (844) 999-5858, 8am-5pm CST  
Monday-Friday excluding holidays

### SHOP

2206 Nelwood Drive  
Columbia, Missouri 65202  
USA



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