



Near Infrared Sauna OPERATION MANUAL

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



SAFETY

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

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®") 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.

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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 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 (59.7 cm)

Depth: 9.25 in (132 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 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 (132 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.



CABANA 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

ENCLOSURE

#	Part
4	LONG Vertical Pole (60.5 in)
6	SHORT Horizontal Pole (46 in)
2	3-Way Canvas Fitting
2	2-Way Canvas Fitting
4	2-Way Canvas Fitting with Snap
1	Bamboo Mat
1	Long Mat Stick (49 in)
1	Short Mat Stick (22 in)
1	Bamboo Mat
2	naturally pre-shrunk cotton canvas Cover - Outer Layer with pocket
1	Curtain
1	Pole & Mat Bag
1	Frame Connectors Bag

SAUNA STOOL

#	Part
1	Seat Plate
2	Leg Panel

SETUP

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. SHOWER CONVERTOR SETUP (P. 12-13)

Cabana setup doesn't apply to Shower Convertor Users.

2. CHOOSE CABANA INSTALLATION LOCATION

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

4. ASSEMBLE STOOL/PEDESTAL (P. 14)

3. ATTACH PANEL CLAMPS (P. 15)

Skip if Light Panel will not be installed in a Sauna Cabana™.

5. SETUP CABANA (P. 16-22)

9. INSTALL BULBS (P. 24)

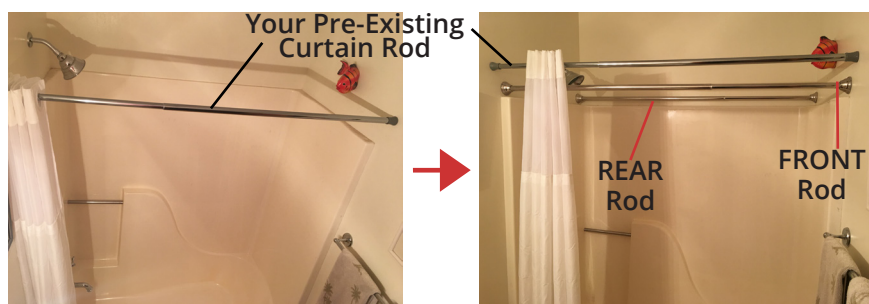
SHOWER CONVERTER SETUP

PARTS LIST

#	Part
2	Stainless Steel Tension Curtain Rods
1	4 Light Panel, Basswood
1	Pedestal, Basswood
1	Stool, Basswood
1	Dual Layer Cotton Canvas Shower Curtain

5 STEPS FOR QUICK SETUP

1. Install curtain rods at top of shower enclosure, 1 at rear and 1 at front wall.



2. Drape Curtain over FRONT Rod and snap onto REAR Rod.



3. Assemble Pedestal and Stool as described in SaunaSpace Product Manual p. 14.

4. Install bulbs in Light Panel as described in SaunaSpace Product Manual p. 24.

5. Place Pedestal at faucet side of shower. Place Stool at opposing end of shower. Stand Light Panel on Pedestal and plug into electrical outlet.



6. Close Curtain and Operate Sauna as described in SaunaSpace Product Manual p. 25-28.

IMPORTANT INFO!

USE RESTRICTONS

- Do not use this product if you have any condition that prevents entering/exiting shower enclosure.
- Do not use in shower enclosures made of plastic walls.
- Do not use in enclosures that prevent maintaining 18 in. clearance from operating lamp to seated user's chest.

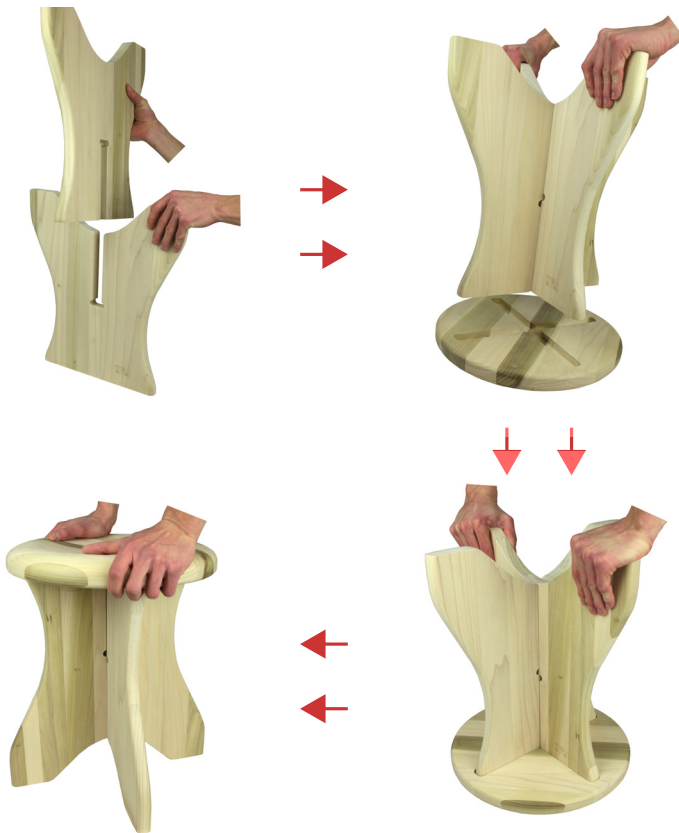
SAFETY & PRODUCT CARE

- Never operate shower when Converter Products are in bathroom.
- Ensure all shower surfaces are completely dry prior to Converter installation, including floor.
- Do not expose Converter Products to water or humid environments.
- **Remove Light Panel, Pedestal, Stool and Curtain after sauna operation & BEFORE operating shower.**

ASSEMBLE STOOL

NOTE: Shower Convertor Pedestal is assembled same as the Stool.

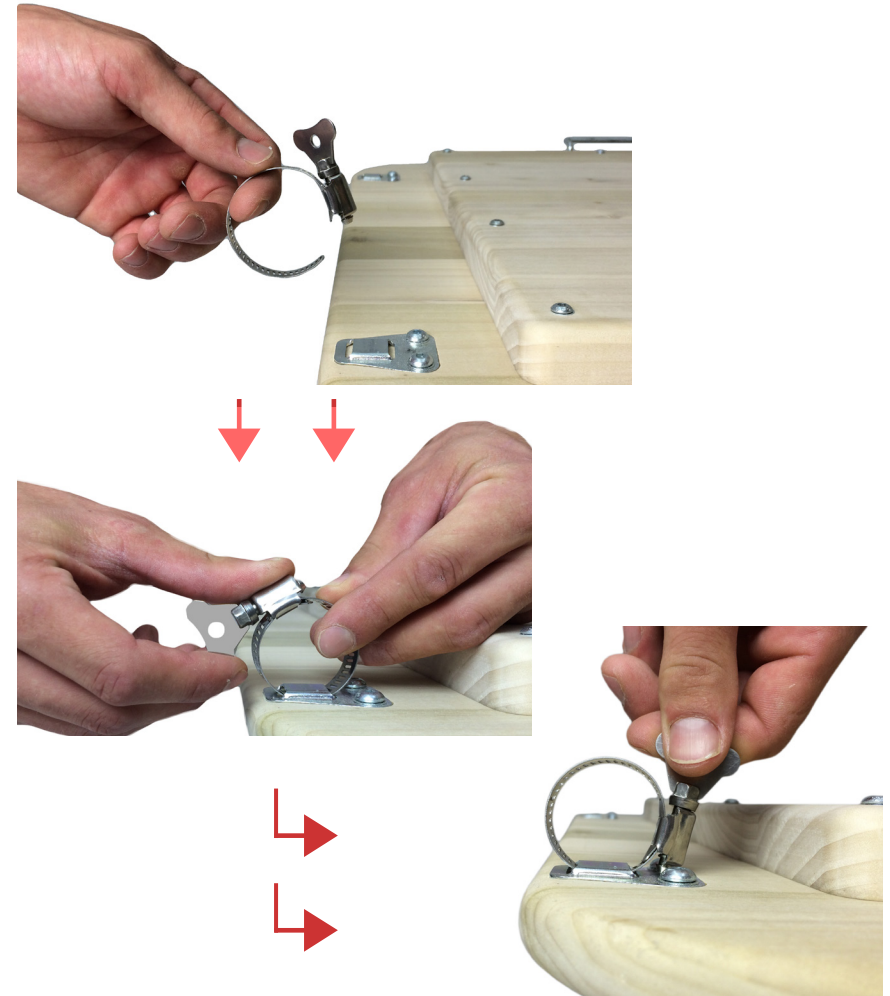
1. Connect leg panels by aligning middle grooves and pushing together.
2. Place seat plate upside-down on floor, with X-shaped groove facing up.
3. Insert flat end of connected leg panels into matching X-groove. Gently push/tap legs into place.
4. Flip stool over and stand up on legs. Sit on stool or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



ATTACH PANEL 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.



CABANA SETUP

SaunaSpace Logos face outward when Fittings are installed.

POLES:

6 ea SHORT Horizontal Pole (46 in)

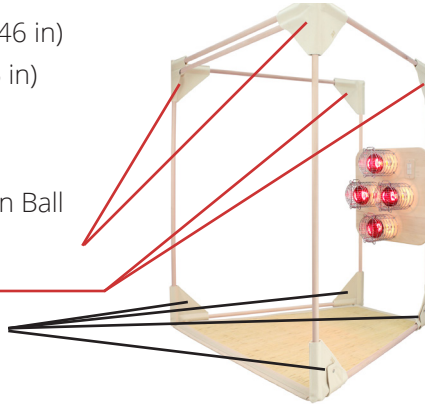
4 ea LONG Vertical Pole (60.5 in)

FITTINGS:

2 ea 3-Way Fitting with Curtain Ball

2 ea 2-Way Fitting

4 ea 2-Way Fitting with Snap



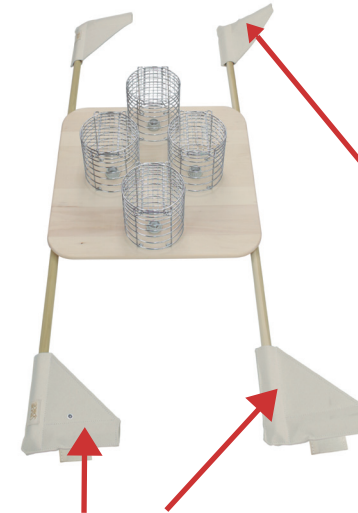
A. MOUNT LIGHT PANEL TO LONG POLES

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.



B. ASSEMBLE FRAME REAR

1. Lay assembly on floor, lamp guards facing up.
2. Install 2-Way Fittings.

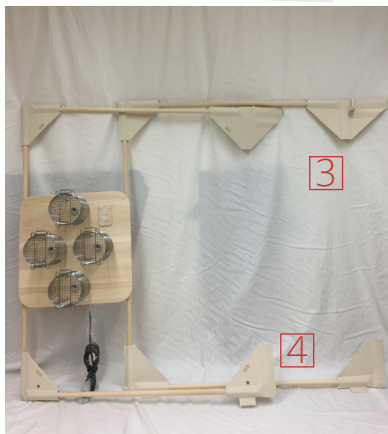
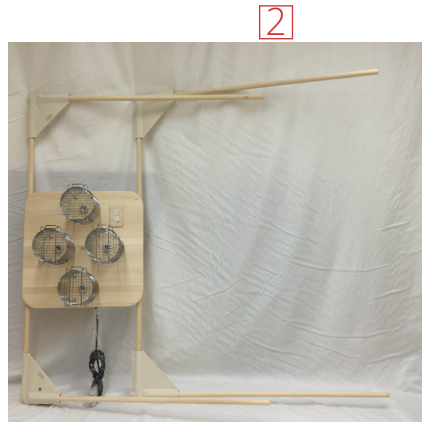


Top Two Fittings are plain 2-way.

Bottom Two Fittings are 2-way with rectangular tabs & one snap on outside.

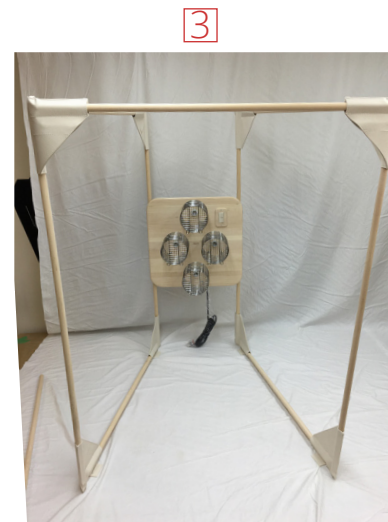
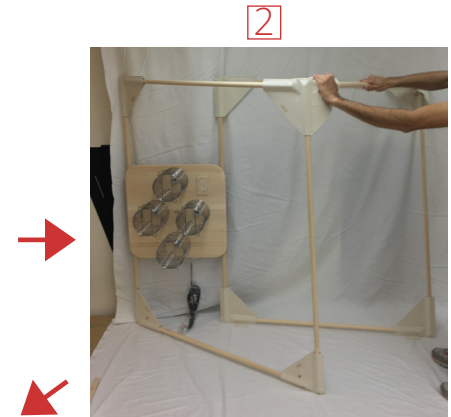
C. STAND UP & INSERT SHORT POLES

1. Stand up & lean assembly against wall so it stays on wall
2. Insert 4 SHORT Poles into 2-Way Fittings.
3. Install 3-Way Fittings on top Poles, with double socket end pointed away from top Poles.
4. Install 2-Way Fittings on bottom Poles, with snaps/logos to outside.
5. Install remaining 2 LONG Poles.



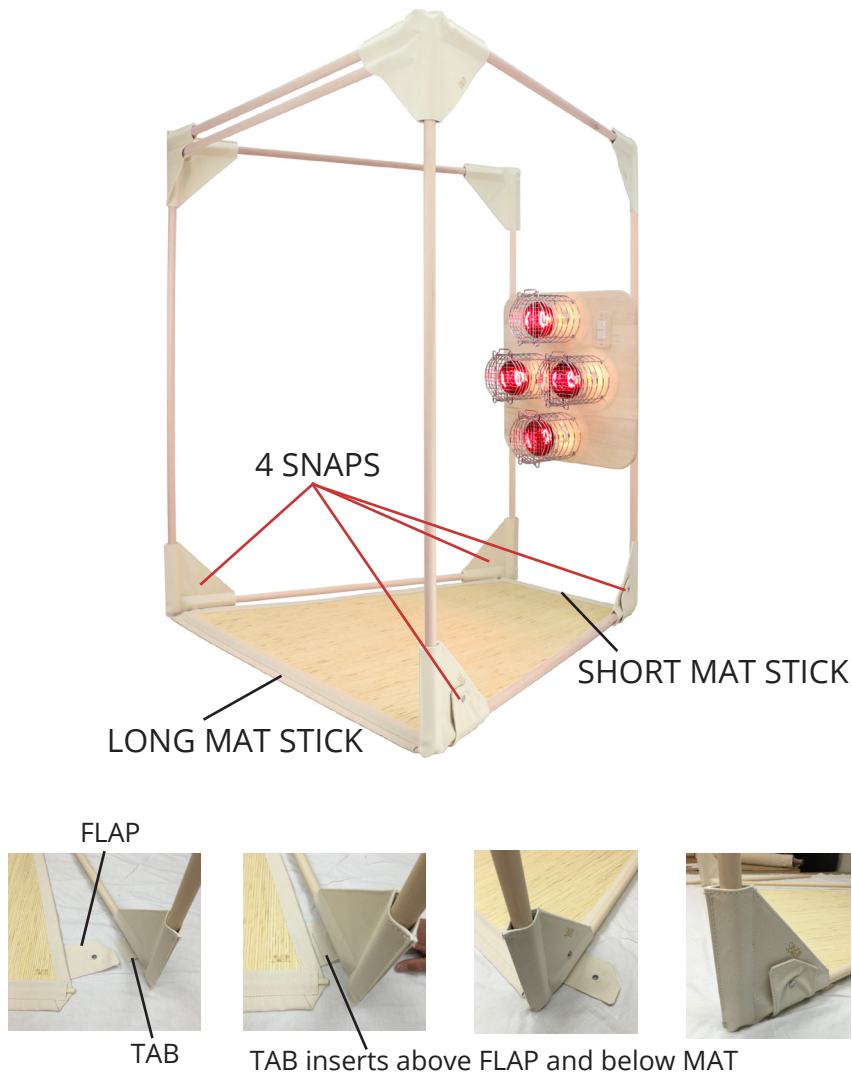
D. INSTALL DOOR POLE

1. Keeping assembly leaned against wall, insert SHORT Pole into 3-Way Fitting.
2. Grasp same SHORT Pole in right hand &, bring left-hand 3-Way Fitting away from wall enough to install it on SHORT Pole as shown.
3. Straighten up sauna footprint as shown, getting Frame ready for Mat Install.



E. INSTALL MAT

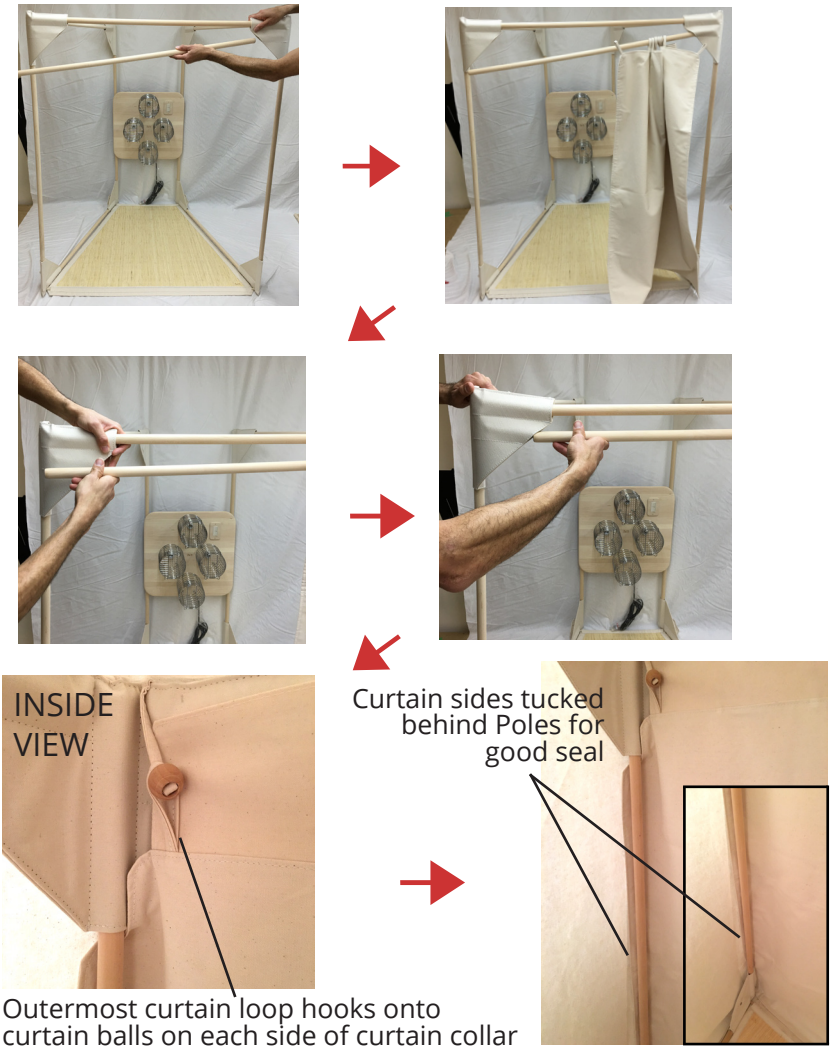
1. Insert Short & Long Sticks into matching Short & Long Sleeves of Mat.
2. Place Mat in sauna, tucking Mat Flaps underneath Frame Fittings and Frame Fitting tab inserts under Mat.
3. Snap Mat Flaps into Frame Fittings.



SETUP

F. CABANA CURTAIN INSTALL

1. Insert remaining SHORT Pole into bottom of double sockets in 3-Way Fitting.
 2. Install Curtain Loops on Pole, with all loopbut not outermost Loops on Curtain corners (these outermost loops hook onto Curtain Balls).
 3. In opposing 3-Way Fitting, remove Door Pole slightly to allow insertion of SHORT Pole into bottom socket.
- Ensure all Poles are snug & fully inserted into all Fittings.**



SETUP

G. ALIGN LAMPS TO TORSO

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

TOP LAMP ALIGN WITH CHEST, MIDDLE TWO LAMPS BELOW ALIGN WITH ABDOMEN WHILE USER IS SEATED. FRONT OF CHEST IS 18-30 INCHES FROM LAMP FACE, IDEALLY ~24".

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.



H. CABANA COVER INSTALL

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

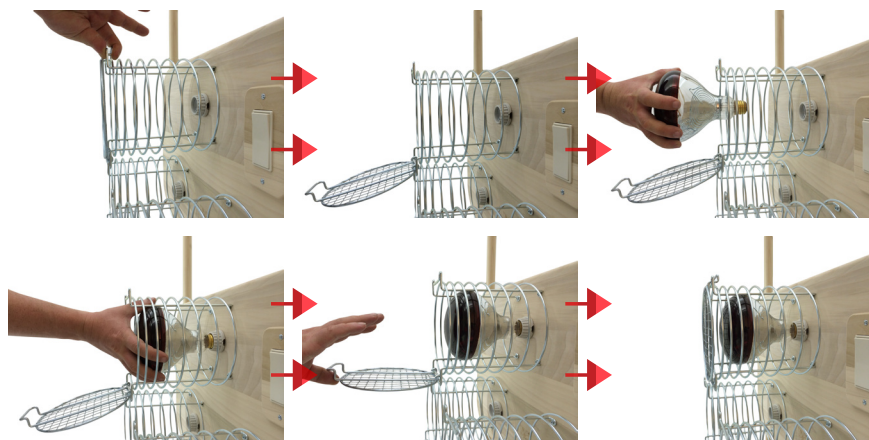


INSTALL BULBS

CAUTION

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

1. Open Door fully by pulling on latch and pushing against adjacent wire tabs.
2. Insert bulb as shown and carefully thread clockwise into socket.
3. 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 SaunaSpace® Products, available at saunaspace.com.

OPERATION

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

We want to provoke a profuse, systemic sweat response during each session, understanding that duration required will vary with individual user's needs. Certain individuals may need more or less than the recommended duration and frequency. **Accordingly, please consult your healthcare provider regarding use of this product prior to 1st use.**

If one is very debilitated, begin with 5-10 minute session 1x per week. **Slowly** build up duration and frequency of use.

DURATION

Begin with 20 minute duration max. As you acclimate to sauna therapy, **slowly** increase duration up to 60 minutes.

FREQUENCY

Begin with 1x per day max. As you acclimate to sauna therapy, **slowly** increase frequency up to 2x per day.

TIME OF DAY

It is best to use a sauna first of the morning or just before bedtime. 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

1. ALIGN LAMPS & LEVEL

Make sure the lamps are properly aligned to your torso (see p. 20).

2. PREHEAT

Turn all lamps on and close curtain to preheat. Sauna air will be above 100°F (38°C) after pre-heating about 10-15 minutes. 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 1 towel on the stool and 1-2 more 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.

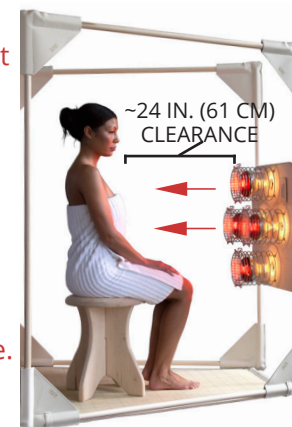
DURING SAUNA USE

Always keep your body and limbs AT LEAST 18 INCHES (46 CM) AWAY from operating heat lamps.

Light Panel lamp GUARD DOORS MUST BE SECURELY CLOSED during operation.

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 OPERATION



Upper switch operates top 3 lamps (single switch on 3 lamp model), lower switch operates bottom lamp. 4th lamp may need to be turned off to control temperature during session.

2. SESSION DURATION & FREQUENCY

Preheat the sauna before use 10 minutes.

Begin with 20 minute duration max. As you acclimate to sauna therapy, slowly increase duration up to 60 minutes.

Begin with 1x per day max. As you acclimate to sauna therapy, slowly increase frequency up to 2x per day.

3. ALIGN LAMPS

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

4. ROTATE & SWEAT

The torso must always be rotated 1/4-turn every 2-5 minutes to control heat exposure and to prevent burning of the skin.

5. TURN OFF

Light Panel should be turned off after session is completed.

CLEAN-UP & COOL DOWN AFTER USE

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

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 | CURTAIN

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 | PEDESTAL

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.

LIFETIME WARRANTY

SaunaSpace LLC (hereafter referred to as "SaunaSpace®") recognizes that certain natural materials components such as wood, cotton and steel used in its 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 individual consumer use. 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 repair or 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

You have up to 100 days to test your SaunaSpace® Product and decide if it suits you.

FREE RETURN SHIPPING in USA. We think you'll keep it. But if not, you can return it during the 100 Day Trial for a 100% refund.

As long as the SaunaSpace® Product is still in "like new condition" we will refund the purchase price.

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.

Return shipping fee for all international destinations: equivalent to the actual cost to return-ship.

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

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 and inspect 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. EMAIL US, DESCRIBING YOUR REASON FOR RETURN/ EXCHANGE & YOUR DESIRED RETURN METHOD, DROP-OFF OR PICKUP

EMAIL sales@saunaspace.com

We will email you pre-paid FEDEX labels for the return ship:

- For DROP-OFF at your local FEDEX Office or Customer Center:

Labels emailed to you may only be used for drop-off
Drop-off may occur any date on or after labels are received, for up to 10 days.

- For PICK-UP at your address:
indicate the desired pickup date and time window
pickup date must be at least 24 hours ahead of schedule date
pickup time window must be minimum 4 hrs, during 8am – 6pm local time

2. PACK RETURN ITEMS INTO BOXES

- Re-pack the item(s) in its original shipping carton exactly as it was received.
- Tape carton(s) securely shut and affix pre-paid labels to appropriate box(s). We email you pre-paid Fedex label(s) for your return shipment(s).
- Print the pre-paid FEDEX labels we emailed you and affix pre-paid labels to appropriate box(s).
- Please note the dimensions and item descriptions for each label, as each label is meant for the appropriate box size and weight.

3. SHIP

DROP-OFF at your closest Fedex location or wait for your scheduled PICK-UP.

100 DAY TRIAL RETURN POLICY RULES

Claims for items missing or damaged in transit must be received within five (5) business days. We are not responsible for lost or damaged packages.

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. Products must be undamaged, unmarred, and unstained.

Goods will be inspected upon return. Identified damages due to user abuse may 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 WARRANTY POLICY on p. 30 for details.

All our SaunaSpace® Products are warranted against defects in manufacturing and workmanship under individual consumer use, as per our Lifetime Warranty.

You will pay shipping cost both ways, to us and back to you.

5-10 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.

At our discretion, we may ship out a replacement part in lieu of return-repair. In this case, you pay ship cost to mail the replacement part to you.

Refer to HOW TO RETURN OR EXCHANGE YOUR PRODUCT on p. 31 to return your Product for repair.

WHAT ABOUT NON-WARRANTIED REPAIRS?

Rest assured that our Handmade Products are built with strict quality controls and will last many, many years if properly taken care of according to the Product's Operation Manual. For non-warranted repairs, you pay shipping cost both ways, to us and back to you. We may charge an additional fee for return ship to international destinations other than Canada and Mexico.

Refer to HOW TO RETURN OR EXCHANGE YOUR PRODUCT on p. 31 to return your Product for repair.

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