

SaunaWellness Pro 10

Series 10 - Owner's Manual

Dear Owner,

Congratulations and thank you for purchasing the SaunaWellness Pro 10. Please take the time to carefully read through the owner's manual. Keep this manual and your proof of purchase for future reference and service calls.

We look forward to the opportunity of offering additional products and services to you. Please forward all inquiries to the address shown below or visit us at www.wellness-usa.com.

To offer the highest quality products and services to our customers, we welcome your feedback regarding your new **SaunaWellness Pro 10**. Thank you for your business!

Better Wellness. Better Life.

We are a WELLNESS lifestyle company featuring research-based holistic technologies. Enriching your life and improving your health and fitness is our passion!

Our brand empowers everyone to enjoy healthy activities, live in the moment and be well.



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CHAPTER 1 - INTRODUCTION

1.1 Purpose of this Manual

This manual explains how to correctly install, operate and get the best performance from your SaunaWellness Pro 10. It may be used as a guide, suitable for all levels of technical expertise, in determining and servicing mechanical and electrical difficulties. This owner's manual is organized as a quick reference guide. **Any additional updated or supplemental information for this reference guide may be distributed to you as needed.** Please read this owner's manual carefully before installing your sauna, and keep it nearby for quick reference.

1.2 Customer Service

We welcome and appreciate your comments, questions, and suggestions to continually offer the highest quality products, accessories, and services to our customers. Our qualified professional teams are ready to assist you with a prompt response to any question communicated to us by telephone (1-800-445-8418) or email info@wellness-usa.com.

1.3 Disclaimer

While every attempt is made to ensure the accuracy and completeness of the information in this document, some errors may exist. Wellness-USA does not accept responsibility of any kind for a customer's losses due to use of or reliance upon this document.

Wellness-USA reserves the right to make changes without notice to the product described or contained herein in order to improve design and/or performance. Wellness-USA assumes no responsibility or liability for the use of the product, conveys no license or title under any patent, copyright, or trademark right to this product or processes and makes no representation or warranty that this product is free from patent, copyright, or trademark right infringement, unless otherwise specified. Applications that are described herein for the product are for illustrative purposes only. Wellness-USA makes no representation or warranty that such applications are suitable for the specified use without further testing or modification.

1.4 Copyright

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CHAPTER 2- Product Features

2.1 Product Features

Radiant Heating

SaunaWellness Pro 10 saunas include radiant heating. This unique system allows the user to experience separate wavelengths for fast and even heating. Our heaters include Carbon Fiber Heaters for a slow and even warmth, ceramic heaters for faster heating time and full-spectrum heaters for heat and near, mid, and far infrared heating.

Ambient Color Light

Each SaunaWellness PRO 10 Sauna has 10 ambient colorful lights for enhanced ambiance.

Red Canadian Cedar

The Red Canadian Cedar used in every SaunaWellness Pro 10 is naturally antimicrobial and antibacterial. This high-quality cedar inhibits the growth of fungus or environmental allergens. Our Red Canadian Cedar is FSC certified and sourced only from acceptable and approved sources.

Himalayan Pure Ionic Crystal Salt

4 pure salt tiles are inserted in the rear of the sauna for clean and refreshing pure salt-air.

Jade & Tourmaline Stones

80 jade stones and 40 tourmaline stones have been incorporated into the sauna to help conduct heat throughout the sauna cabin.



CHAPTER 3 – Electrical Requirements

3.1 Electrical Requirements

Each sauna will require a dedicated circuit when plugged in an outlet according to the chart below. A dedicated circuit requires that no other appliance should share the outlet/circuit with the sauna. Failure to comply with this requirement may cause electrical interruption and diminished performance. It is recommended that a qualified electrician install your dedicated electrical wiring for proper sauna functionality and to avoid any potential electrical hazards. Please make sure the sauna is properly grounded. Serious injury may result if proper electrical requirements are not met.

Please follow all instructions carefully. Keep the sauna away from any potential hazards including any water source or liquids. Select a dry suitable location for the sauna installation. Do not expose the heater elements to any water source or liquids as it may cause electrical shock. Should you have any questions, please do not hesitate to contact Wellness-USA.

Power Plugs

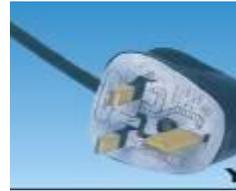
European Plug



American plug



British plug



CHAPTER 4- Installation Instructions

Please read the following directions carefully. The sauna installation requires a minimum of 2 people. You should not try to install the sauna on your own as damage will easily occur.

4.1 Caution

- 1- No plumbing or plumbing fixtures should be placed in the sauna.
- 2- Keep all liquids away from the heating panels
- 3- Install the sauna on a completely level surface.
- 4- Install the sauna in an area that is dry and protected from the weather.
- 5- Flammable objects and corrosive chemical substances should be kept far away from the sauna.

Your infrared sauna will come packaged in three boxes. Please make sure that you open the boxes face up. Please be very careful when opening boxes, due to fragile parts and glass.

4.2 Connecting the Panels

SaunaWellness Pro 10 offers two types of panel locking systems to connect the different sides of the sauna. Please use the instructions below as a reference guide on how to connect the sauna panels.

Inner Locking System:

The inner locking system is designed to be completely invisible when the sauna is installed. The locks are built on the side of each panel and they connect by sliding one over the other (Figure 4.2.1).

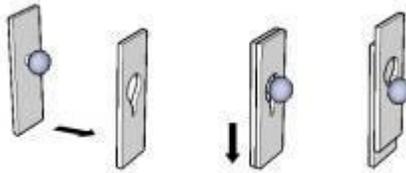
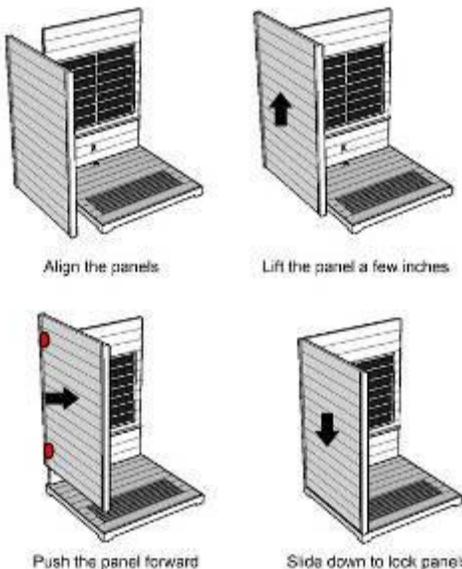


Figure 4.2.1: Inner Locking System



To connect two panels, follow these few steps:

1. Lift the panel with the male locks a few inches above the opening slot.
2. Push it against the opposite panel; make sure to apply pressure around the top and bottom corners.
3. Slide the panel down to lock it in place. Make sure all the locks are connected (top and bottom).
4. Inspect the panels and make sure they are leveled (the panels top is flat and matching).



Figure 4.2.2: Connect panels, inner lock system

Latch System

The Latch Locking System is two brackets that lock together by passing the main loop over the opposite side and locking the latch (Figure 4.2.3).



Figure 4.2.3: Latch Locking System

4.3 Where to Start

Lay the boxes flat on the ground and open them carefully. The accessories, user manual, and smaller parts are located under the dust cover - the box that includes the top and bottom panels (Figure 4.3.1).

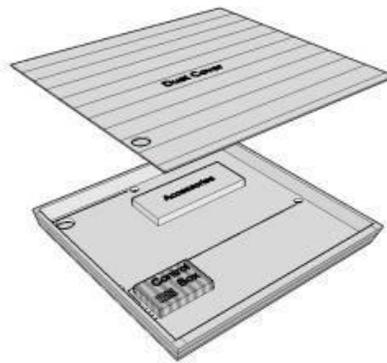


Figure 4.3.1: Remove the Dust Cover to uncover accessories

4.4 Installation – General Guide:

Place the floor panel flat on the desired location. Make sure to leave a space around the side walls for one person to stand and install the side panels (Figure 4.4.1). You can slide the sauna once it's completed next to a wall.

Tip: A “rear” mark will point to the back of the sauna.



Figure 4.4.1: Floor Panel

Rear Panel

Place the rear panel on the back end of the floor panel (Figure 4.4.2). At this point, someone should hold the rear panel until another person latches the rear panel to the floor panel.



Left Panel

Install the left panel (the left panel has the “up” direction mark). Make sure the top of both panels is flat and level.

Refer to “Connecting the Panels” (section 4.2) on how to lock the panels together.

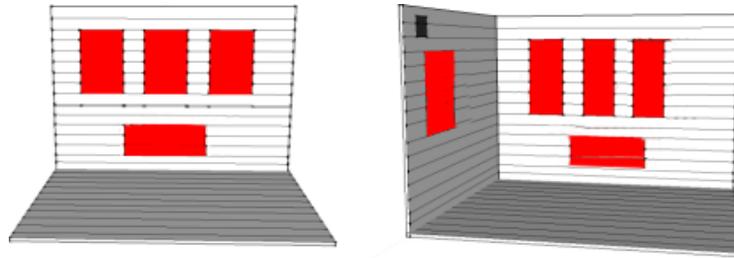


Figure 4.4.2: Rear and left panels

Right Panel

Install the right panel as the image below (Figure 4.4.3). Make sure the top of all the panels is flat and level.

Tip: Make sure right and left panels are inserted into the floor panel tightly before moving on to next step.

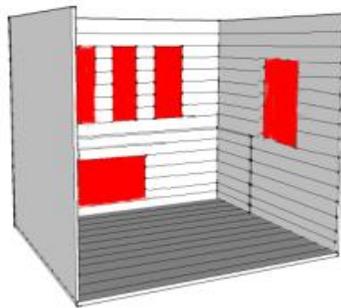


Figure 4.4.3: Right Panel

Bench Installation

Put the square wood flitch into the two tongues that are located on right and left panel. Slide the bench between the two vertical guides on the side panels. Install the bench top by placing it on top of the square wood flitch and the horizontal guide on the rear panel. Make sure the smooth and finished side is facing up and forward (Figure 4.4.4).

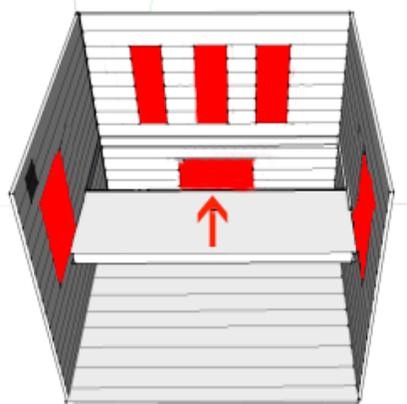


Figure 4.4.4: Installing the Bench

Top Panel

Raise the top panel over the sauna body. Insert the wires for the control panel, temperature sensor, and heaters through the openings in the ceiling.

Connect the control panel wire (white ribbon) and the heat sensor (2-pin wire) on top of the sauna.

Connect the heaters' plugs into the control box. Even though the heaters' plugs might be labeled, they can connect into any sockets on the control box. Place the dust cover over the sauna roof and pass the main power plug through the opening. Make sure to match the holes for the vent on the dust cover with the saunas vent holes.

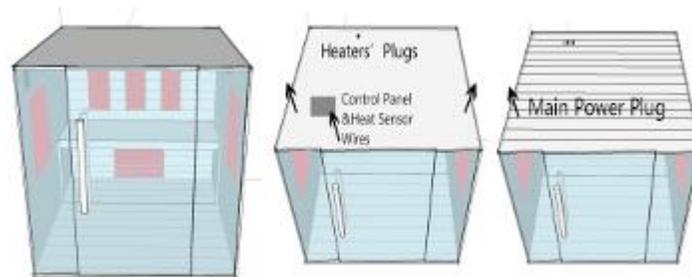


Figure 4.4.5: Top Panels and Connections

Important

Install the door handle at this point, before installing the front glass door.

Glassdoor

Take out the hinges that match with the glass door. Install the hinges to the right small wood panel with glass insert. The glass door is heavy. At least two people are needed to lift it and install the glass door correctly. Connect to the hinges to the glass door. (Figure 4.4.6)

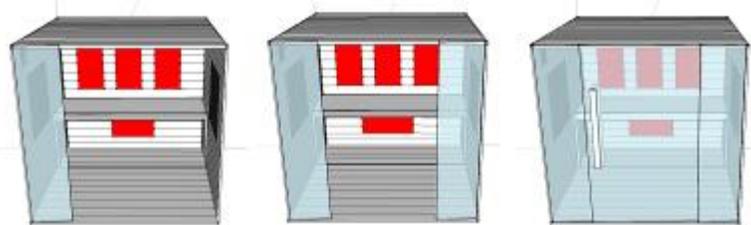


Figure 4.4.6: Front Panel



4.5 Accessories

Oxygen Ionizer

Locate the ionizer plug that is extended out of the sauna ceiling (1-pin plug). Connect the oxygen ionizer and screw it to the back panel.



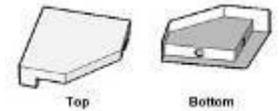
The oxygen ionizer is used to refresh the air inside the sauna by killing odor-causing bacteria and removing airborne particles.

Use:

Before and while using the sauna, please select the “Ion” option to remove airborne particles by attaching them to the ionizer. After using the sauna, select the “O3” option to kill odor causing bacteria out of the sauna air.

Cup Holder (optional)

The cup holder is a small wooden table that can be screwed in one of the front corners (either right or left, based on the user preference). Make sure not to install the cup holders on or in front of the heaters. Some models with glass front or corner saunas will not include the cup holder.



Magazine Holder (optional)

The magazine holder can be installed either on the front wall (in front of the window) or on the side wall (next to the legs). (The placement of the magazine holder is optional based on the user preference.) Do NOT install the magazine holder in front of the heaters. The magazine holder size might vary based on the model.



Towel Rack (optional)

For models with full glass doors, the towel rack can be installed either on the front wall or on the side wall (the placement of the towel rack is optional based on the user preference). Do NOT install the towel rack in front of the heaters.



For models with glass and wooden frame doors or wooden doors, install the towel rack on the middle of the door frame and use it as a door handle.

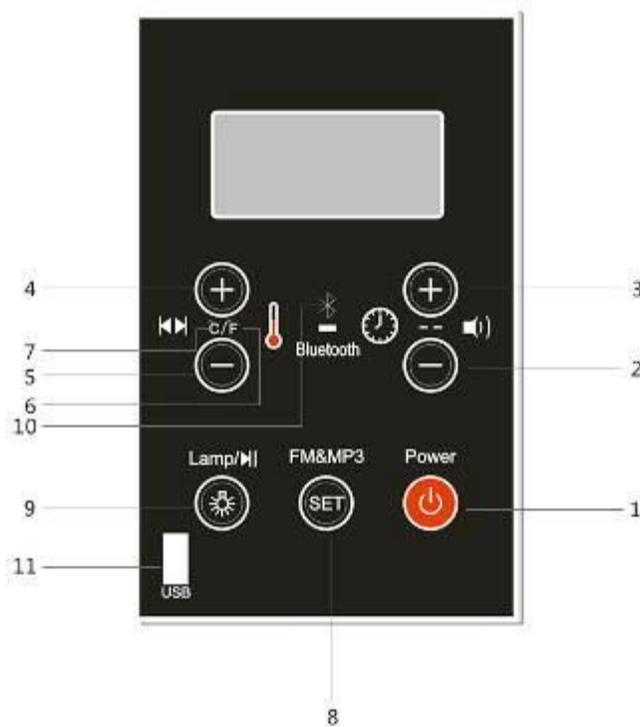
Color Lights

The ambient color lights are operated by the control panel inside the sauna. Press the “Power” button to turn the lights on and off.



CHAPTER 5- Control Panel Operations

Control Panel Operation Instructions



NO	Function	NO	Function
1	power button (on/off)	2	timer control (reduce time)/volume control (reduce volume)
3	timer control (increase time)/volume control (increase volume)	4	temperature control (increase tempture)/ song select control (previous song)
5	temperature control(reduce temperature)song select control (latter song)	6	Fhahrenheit sign
7	celsius sign	8	Setting Control
9	lamp light (inside and outside) / song pause	10	blue tooth connected light
11	USB connect interface	12	

Power Button (On/Off) (1)

This button turns the sauna on or off.

Timer/Volume Control (2/3)

Use (+) or (-) to increase or decrease the sauna timer. It will count down until 00 and shut down the heaters. The sauna can also control the FM & MP3 volume with these two buttons and increase or decrease the volume.

Continuous Working Time

If you would like to keep the sauna working continuously (no time limit), press and hold both (+) and (-) buttons; the display should show two dashes (--). To start the timer again, just click on one of the Timer Control buttons.



Temperature Control (4/5)

Use the (+) or (-) to increase or decrease the sauna temperature. The heaters will turn off when the sauna reaches its desired temperature. The FM & MP3 status can also be changed with these two buttons and to select different channels or songs.

If the machine is working in the FM status, press and hold both (+) and (-) buttons and the sauna will proceed with an FM channel search. This program will need to spend 2 minutes for all the channels to be searched.

Fahrenheit and Celsius Lights (6/7)

These signs indicate what measurement is used to display the temperature. To switch between Fahrenheit and Celsius, press and hold both Temperature Control buttons.

Setting Control (8)

This button switches between FM and MP3 status.

Lamp and Pause Button (9)

This button is normally used to turn the lights on and off the inside and outside lamps. When the machine is in the FM or MP3 mode, this button can be used to suspend the MP3 or radio functions. Press again unlock the pause mode.

Bluetooth Connected Light (10)

The Bluetooth light turns on when the sauna is in Bluetooth status. It indicates that the sauna can connect to the Bluetooth device for music or audio.

USB Connect Interface (11)

A USB port is included in the sauna to play MP3's or music automatically.



CHAPTER 6 – USAGE GUIDE

6.1 Instructions

Allow your sauna to warm up for 15-20 minutes or until it reaches 110 F (43 C). You may close the vent on the ceiling to speed up the pre-heating process. Drink plenty of water to avoid dehydration before and after the sauna session. It is recommended not to exceed 40 minutes per session.

If the sauna becomes stuffy, open the vent on the ceiling to allow fresh air into the sauna.

Tip:

- Start using the sauna within 10 degrees before it reaches the set temperature in order to receive the most benefits out of the infrared heaters. For example, if you set the sauna to 125 F (52 C) degrees, you should start using the sauna when it reaches 115 F (46 C) degrees.
- Customers reported an average use temperature of 125 F (52 C) degrees. When beginning sauna use, the temperature you begin with will be lower. Through continued sauna use, you will be able to work up to higher temperatures the more you are acclimated to heat.

6.2 Precautions

- If the temperature becomes unbearable, decrease the temperature or shut off the sauna immediately.
- Do not use if pregnant or have serious inflammation, a fever, a communicable disease, acute bleeding, or are intoxicated.
- Do not consume alcohol or drugs when using the sauna.
- Do not splash water on the heaters or any electrical component inside the sauna.
- Do not bring wet towels into your sauna or any substances that could harm the interior of your sauna.
- Do not install a lock on your sauna.
- All repairs need to be authorized by the supplier's representative otherwise product warranty may be voided.
- Check all the circuitry and the plug connections carefully.
- Install a voltage regulator if the power is unsuitable.
- Do not share the outlet with other electrical appliances to avoid danger.
- Do not use the room for drying clothes, bathing suits, etc.
- Do not put animals in the room.
- After 2 hours of continuous use, shut the sauna down for one hour.

6.3 Cleaning and Maintenance

Vacuum or sweep the sauna out regularly to remove loose dirt.

Use a clean damp towel to wipe off the bench, floor, and around the wall panels. Do not use a towel that is too wet and can drip water inside the sauna and do not use toxic cleaning agents inside the sauna. For a deeper clean, use a mild solution of water mixed with baking soda, vinegar, or a non-toxic mild detergent. Lightly scrub the wood with the solution and wipe dry.

Make sure to keep the sauna dry and clean. Do not leave towels or water glasses or bottles inside the sauna after use. Wipe the exterior surface of the sauna with a towel and clean the glass at least once a month.



Wood Care

If the sauna exterior body was scratched or scuffed, it can be concealed by using a small amount of furniture polish, oil or other furniture treatment. The interior blemishes, scratches, or scuffs can be left alone. Please avoid any treatment containing benzene or a high concentration of alcohol. NEVER use varnish or paint on the interior of the sauna.

Outdoor models body need to be maintained on regular bases (between 6 months to a year) by polishing or resealing the body as needed. If the varnish is cracked or worn off, sand the surface and re-varnish the affected area. Consult your local handyman or furniture repair professional for more details on how to maintain wood in an outdoor environment.



7.1 Precautionary Safeguards

Saunas and Medications

Individuals who are using prescription drugs should seek the advice of their personal physician or a pharmacist for possible changes in the drug's effect when the body is exposed to far infrared waves or elevated body temperature. Diuretics, barbiturates, and beta-blockers may impair the body's natural heat loss mechanisms. Some over the counter drugs such as antihistamines may also cause the body to be more prone to heat stroke.

Saunas and Children

The core body temperature of children rises much faster than adults. This occurs due to a higher metabolic rate per body mass, limited circulatory adaptation to increased cardiac demands, and the inability to regulate body temperature by sweating. Consult with the child's pediatrician before using the sauna.

Saunas and the Elderly

The ability to maintain core body temperature decreases with age. This is primarily due to circulatory conditions and decreased sweat gland function. The body must be able to activate its natural cooling processes in order to maintain core body temperature.

Saunas and Cardiovascular Conditions

Individuals with cardiovascular conditions or problems (hypertension/hypotension), congestive heart failure, impaired coronary circulation or those who are taking medications which might affect blood pressure, should consult their physician before using the sauna and exercise extreme caution when exposed to prolonged heat.

Saunas and Alcohol

Contrary to popular belief, it is not advisable to attempt to "sweat out" a hangover. Alcohol intoxication decreases a person's judgment therefore, they may not realize it when the body has a negative reaction to high heat.

Saunas and Chronic Conditions / Diseases Associated with a Reduced Ability to Sweat or Perspire

Parkinson's, Multiple Sclerosis, Central Nervous System Tumors, Diabetes, and Neuropathy are conditions that are associated with impaired sweating and a personal physician should be consulted before sauna use.

Saunas and Hemophiliacs / Individuals Prone To Bleeding

The use of Infrared saunas should be avoided by anyone who is predisposed to bleeding.

Saunas and sensitivity to Heat

An individual that has sensitivity to heat should not use any type of sauna.

Saunas and Pregnancy

Pregnant women should consult a physician before using any type of sauna because fetal damage can occur with a prolonged elevated body temperature.

Saunas and Menstruation

Heating of the low back area of women during the menstrual period may temporarily increase their menstrual flow. Some women endure this process to gain relief commonly associated with their cycle.

Saunas and Joint Injury

If you have a recent (acute) joint injury, it should not be heated for the first 48 hours after an injury or until the hot and swollen symptoms subside. If you have a joint or joints that are chronically hot and swollen, these joints may respond poorly to vigorous heating of any kind. Vigorous heating is strictly advised against in cases of enclosed infections be they dental, in joints, or in any other tissues.



Saunas and Implants

Metal pins, rods, artificial joints, or any other surgical implants generally reflect far infrared waves and thus are not heated by this system. Nevertheless, you should consult your doctor prior to using an Infrared Sauna. The usage of an Infrared Sauna must be discontinued if you experience pain near any such implants. Silicone does absorb far infrared energy. Implanted silicone or silicone prostheses for nose or ear replacement may be warmed by the far infrared waves. Since silicone melts at over 200°C (392°F), it should not be adversely affected by the usage of Infrared saunas. It is still advised that you check with your surgeon and possibly a representative from the implant manufacturer to be certain.

In the rare event, you experience light headedness, feeling ill, nauseous, pain and/or discomfort, immediately discontinue sauna use.

7.2 SaunaWellness Pro 10 Specifications

7.2.1 SaunaWellness Pro 10 Specifications

Wood: Canadian Red Cedar

Measure Method and Measurement Range:

Degree of Temperature: Room Temperature to 150° F/65°C (+/-5°F)

Electrical Power Requirements of Regional Setting in the United States and Canada:

110/120 VAC, 20A or 220V, 15A

Power Power Requirements of Regional Setting in the United States and Canada:

2 Person: 1860W WATTS, 17 Amps, 110/120 VAC / 3 Person: 2470W, 11Amps, 220 VAC

3 Person and 4 Person: 2750W, 13Amps, 220V

Operating Environment: Plus 10 C ~ plus 40 C, less than 85%RH.

Storage Environment: Negative 20 C ~ plus 55 C, less than 95%RH.

Dimensions

2 Person: 47 inches (W) 80 inches (H) and 41 inches (L)

3 Person: 59 inches (W) 80 inches (H) and 47 inches (L)

4 Person: 70 inches (W) 80 inches (H) and 47 inches (L)

Specifications are subject to change without notice.



CHAPTER 8 – TROUBLESHOOTING

The sauna doesn't power on

- Make sure the power cord is securely connected to the power socket and the control box (on top of the sauna).
- Make sure the breaker did not turn off.
- Make sure the control panel white ribbon wire is securely connected.
- Make sure the power socket is working by trying a different device on the same socket.

Light is not working

- Replace the light bulb.

Color light does not work

- Make sure the lights are properly connected to their power source.

All heaters are not working

- Make sure to connect the heaters plugs are connected securely to the control box (on top of the sauna).
- Make sure the sauna is connected to the recommended power supply.
- Make sure the heat sensor is connected securely.

One or a few heaters are not working

- Make sure to connect the heaters plugs are connected securely to the control box (on top of the sauna).
- Make sure to connect the heaters plugs under the bench are connected securely.
- Floor heater and under bench heater are not as hot as other heaters (by design).
- Make sure the plug behind the heater is connected (you would need to unscrew the heater).

Control panel display is unusual

- If the control panel temperature display is over 150 or 230, make sure to connect the heat sensor securely.
- If the control panel time display is -- (two dashes), the sauna is on continues working mode. Press the timer button to return to timed working mode.

For more troubleshooting advice or to report a problem, please contact Wellness-USA.



Owner Record

The model and serial numbers are located on the back side of the unit. Record these numbers in the spaces provided below. Refer to these numbers whenever you call your dealer regarding this product.

Model No.: SaunaWellness Pro 10 Series

Serial No.: _____

MANUFACTURED BY:

DISTRIBUTED BY:

WELLNESS-USA

MINNEAPOLIS, MN 55431 USA

Tel: (952) 888-8282

Fax: (952) 888-8887

WARNING

TO PREVENT FIRE OR SHOCK HAZARD:

- 1. DO NOT EXPOSE UNIT TO RAIN OR WATER.**
- 2. DO NOT PLACE THE UNIT IN A SHOWERING AREA OR STEAM ROOM.**

CAUTION

TO REDUCE RISK OF ELECTRICAL SHOCK, DO NOT REMOVE COVER OF THE ELECTRICAL BOX INSIDE UNIT OR THE FACE PANEL. (NO USER-SERVICEABLE PARTS ARE INSIDE.) REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

CONTACT DEALER, DISTRIBUTOR OR:

WELLNESS-USA INC.

Minneapolis, MN 55431

952-888-8282

info@wellness-usa.com



Registration Form

Please FAX or SEND this Registration Form to WELLNESS-USA.

Fax: (952) 888-8887

Email: info@wellness-usa.com

Serial Number: _____

Date of Purchased: _____

Model Number: _____

Business Name: _____

Owner's Name: _____

Mailing Address: _____

City: _____

State: _____

Country: _____

Telephone: _____

Fax: _____

Purchased From: _____

Name: _____

Mailing Address: _____

City: _____

State: _____

Country: _____

Telephone: _____

Fax: _____



STANDARD WARRANTY FOR SAUNAWELLNES PRO 10 SAUNA

A. Manufacturer and Product Covered

Relaxwell USA (d/b/a Wellness-USA and collectively known hereinafter as “RW”) is the manufacturer of the SaunaWellness Pro 10 and the provider of the sauna standard warranty (“Warranty”) as governed by the terms and conditions set forth in this document. RW warrants the sauna against defects in materials and workmanship when the sauna is used normally in accordance with RW’s SaunaWellness Pro 10’s Owner’s Manual. Except where prohibited by law, this warranty applies only to the original purchaser of a new product who buys the sauna from an authorized sauna retailer. The “Owner” or “Customer” means the party who purchased the sauna and who submits a sauna warranty assistance, repair or replacement claim.

B. Standard Product Warranty Term

The warranty term period (detailed below) shall govern the sauna submitted for warranty coverage and will begin on the date of the installation of the sauna at the final owner/purchaser location, or beginning on the date of the Original Sauna Invoice Shipping Date from manufacturer to distributor, whichever time period is less.

General Terms and Conditions

The standard warranty for Sauna is governed by the terms and conditions set forth in this document.

1. PRODUCT WARRANTY COVERAGE DETAIL:

- a. Telephone support from RW Technical Service Team between the hours of 7:30 A.M. through 5:30 P.M. CST Monday through Friday. Warranty coverage claims by Owner to RW must include the following: 1) Sauna serial number and model number; 2) date Sauna was installed; 3) Location address and name of business; 4) description of problem; and other information requested by RW (i.e., photos, video, etc.).
- b. Product warranty covers the repair or replacement (at RW election) of a defective system or standard Sauna components—but does not include the cost of labor for removing or installing said components.
- c. The Product warranty time period for the Sauna shall be as follows:
 - 1.) Lifetime Limited Warranty: Cabinet when used indoors ten (10) years or five (5) years when used outdoors with approved sauna cover.
 - 2.) Five (5) years: Heaters;
 - 3.) Five (5) years: Controls & Electrical;
 - 4.) No Coverage: Consumables and Accessories are not covered by warranty, and aroma oils, lights, and salt bricks.
- d. Any defect, failure of part or system, damage to the unit, parts and/or components which are caused by or incurred as a direct or indirect result of owner or customer abuse, misuse, negligence, normal wear and tear, failure of maintenance and/or reckless use will not be covered under this product warranty agreement.
- e. The sauna owner must provide RW with reasonable time and opportunity (as determined by a RW Technical Representative) for verbal troubleshooting with the Owner or Owner’s Representative prior to replacement or shipment of any parts. It is the discretion of RW to make the determination to for replacement of parts, or intake of the equipment to be returned to RW for evaluation, replacement and/or repair.
- f. **Replacement parts to be provided on an exchange basis.** All warranty claims of sauna problems and defective parts require the Owner to return and ship the defective part(s) to RW at Owner’s expense. Prior to Owner’s shipment of parts and acceptance by RW, Owner shall provide notice and description information to RW and RW Technical Service shall authorize the return of the parts and will provide Owner with a Return Goods Authorization (“RGA”) Number. The reimbursement of shipping costs shall be determined by RW Technical Management. If the parts are determined to be defective and covered by the warranty, RW will reimburse the Owner’s freight charges as further detailed in #9 below. ***Return parts not received by RW within 30 Days of original notification and RGA date, from Owner to RW, shall constitute cause for invoicing of the replacement parts to the Owner at list price. Owner hereby agrees to pay these costs, as assessed.***



Warranty Coverage	Warranty Time Period and What's Covered	Warranty Conditions, Exceptions and Exclusions	Comment Explanation
1. General Conditions	<p>Five (5) Years: Warranty of the sauna against <u>defects in materials, parts and workmanship. Warranty extends to replacement or repair of confirmed warranty coverage defects.</u></p>	<p>WARRANTY CONDITIONS: All Warranties begin on the date of purchase and <u>apply only to the original registered purchaser of a new product.</u> Second owners do not receive any warranty coverage. Service and labor is not included. Replacement or repair is decided by Manufacturer. Any defect, failure of part or system, damage to the unit, parts and/or components which are caused by or incurred as a direct or indirect result of owner or customer abuse, misuse, faulty repair or additions to or system changing, use of unauthorized parts, negligence, normal wear and tear, failure of maintenance and/or reckless use is not covered under this product warranty agreement.</p>	
		<p>Product warranty covers the repair or replacement of a defective system, part or standard Sauna components—service and the cost of labor for removing or installing said components is not included. A warranty claim requires claimant to ship the alleged defect to Manufacturer freight prepaid, and a warranty claim will be honored after the Manufacturer's receipt, testing and confirmation of coverage for the alleged defective part. Manufacturer may choose to either replace or repair the defective part, and outbound warranty replacement or repair freight is paid by the claimant.</p>	
2. Cabinet Wood	<p><u>Lifetime Limited Warranty: Cabinet wood when used indoors (ten (10) years) or five (5) years when used outdoors with approved sauna cover from manufacturer.</u></p>	<p>SaunaWellness Pro 10 uses the highest quality wood in our product lines. The SaunaWellness Pro and all structures using wood are susceptible to minor dents, cracks, scratches, splitting wood, and scuffing and are not covered by warranty. These wood conditions are normal and will not affect the integrity or operation of your sauna.</p>	<p>Wood is a living material that continues to respond to climate conditions, even after being manufactured into a sauna. Variations in the color or grain, and irregularities such as fine cracks are part of the natural beauty of the wood and in no way, should be considered defects. During normal operation, wood may crack slightly due to the changes in moisture level. This will not affect the structural integrity of the sauna and is not covered by</p>



			warranty.
3. Heaters	<u>Five (5) years: Heaters.</u>	Warranty is subject to the general conditions, exceptions and exclusions stated in conditions #1.	
4. Electrical	<u>Five (5) years: Controls & Electrical</u>	Warranty is subject to general conditions, exceptions and exclusion conditions #1; including, does not cover defects resulting from facility malfunctions including incorrect power voltage and/or environmental conditions.	
5. Accessories /Consumable /Extras	<u>No Coverage:</u> Consumables, Stones and Accessories are not covered by warranty, including the aroma oils, lights, gemstones and salt bricks.	A limited exclusion for replacement of the natural emitters (salt blocks, jade, tourmaline) will have a 5-year replacement period if broken without abuse. <u>This warranty does not include coverage for the stone popping out of place.</u>	
6. NO COVERAGE: Warranty Void Under these Conditions or Exceptions	Use and upkeep must be continually maintained by owner using ONLY Manufacturer approved parts, accessories or consumables, including non-toxic cleaning solutions for cleaning of the sauna. <u>Use of any and all non-authorized parts or other cleaning products for cleaning and/or disinfecting your sauna will immediately void your product warranty coverage.</u> Never treat the interior of the sauna with any toxic chemicals, including do not apply any varnishes, stains, finishing oils or paint substances to the cabinet interior.	The sauna or parts must be placed in an indoor environment unless the sauna or parts are specifically designed for outdoor use. If an indoor sauna or parts are placed in an outdoor environment, warranty shall be null and void and of no further force and effect unless an approved outdoor sauna cover is used for protection. The controls, heaters, electrical parts and wiring must be kept dry at all times and not exposed to any water or liquids.	
7. Miscellaneous Warranty Conditions	Any Consumer claims shall be governed exclusively only by the applicable laws of the State of Minnesota, USA and not other States. The manufacturer, sauna owner and any other parties, and all product claims or warranty disputes regarding the sauna or transaction, are solely and exclusively governed by the laws and jurisdiction of the Courts of the State of Minnesota and no other State or Federal laws or jurisdiction shall be applicable or applied. All claims must be exclusively brought for resolution in and before the Courts of the State of Minnesota.		





2. **EXCLUSIONS FROM THE PRODUCT WARRANTY SHALL INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:**

- a) Labor.
- b) Consumables and/or accessories.
- c) Defects resulting from operator misuse, abuse, unreasonable wear and tear, negligence or recklessness, and/or problems resulting from the customer's failure to perform routine maintenance or refusal to perform a recommended repair.
- d) Defects resulting from modifications made by the customer that were not approved by RW.
- e) Defects resulting from facility caused malfunctions including incorrect power voltage and/or environmental conditions.
- f) Defects resulting from any acts of war, terrorism, natural disaster or other force majeure.
- g) If it is determined that a component is not covered by this product warranty, customer agrees to sign an Authorization Repair Work Order of the evaluated findings and estimation of required work to repair or replace the component to meet manufacturer specifications.
- h) SaunaWellness Pro 10 uses the highest quality wood in our product lines. All structures using wood are susceptible to minor dents, scratches, splitting wood, and scuffing and are not covered by warranty. This is normal and will not affect the integrity or operation of your sauna.
- i) Wood is a living material that continues to respond to climate conditions, even after being manufactured into a sauna. Variations in the color or grain, and irregularities such as fine cracks are part of the natural beauty of the wood and in no way, should be considered defects. During normal operation, wood may crack slightly due to the changes in moisture level. This will not affect the structural integrity of the sauna and is not covered by warranty.
- j) A limited exclusion for replacement of the natural emitters (salt blocks, jade, tourmaline) will have a 5-year replacement period if broken without abuse. This does not include the stone popping out of place.

3. **COVERAGE HOURS:** The service hours covered under this agreement are 7:30 A.M. to 5:30 P.M. Monday through Friday local time, excluding holidays and weekends. Any service that is not covered by the standard warranty and/or performed outside of the normal service hours at Owners request will be billable at the RW published Time and Materials Rates when the service is rendered.

4. **RESPONSIBILITY:** RW is not responsible for acts of war, terrorism, natural disaster or other force majeure or failure of services supplied by third party contracted or other sources. RW agrees to respond in a timely manner, but cannot be held responsible for transportation delays for any reason. RW is not responsible for any interruption of Owner's business at any time and for any reason, including but not limited to sauna defects. The standard sauna warranty does not cover any business interruption or claims related to any use of sauna whatsoever in business and/or as related or due to any other causes beyond RW's control or for damages or revenue lost for any downtime of sauna equipment.

5. **CUSTOMER'S RESPONSIBILITIES:** The Customer is responsible for:

- a. Maintaining the equipment in an environment suitable for the operation of the sauna as instructed in the SaunaWellness Pro 10 Owner's Manual.
- b. Maintaining proper electrical power requirements as recommended by RW.
- c. Following all operating and maintenance instructions for the sauna as set forth in the SaunaWellness Pro 10 Owner's Manual supplied by RW.
- d. Making the equipment available for service within 1 hour after the arrival of any Technical Service Representative.
- e. Paying all charges incurred for labor for work done or due to delays in equipment access or refusal of service after a Technical Service Representative has been dispatched and is either in-transit or on-site.
- f. Maintaining a safe and accessible environment for the Service Personnel to service the equipment.
- g. Allowing RW to implement any recommended engineering change deemed necessary by RW.
- h. Refraining from making any modifications to the equipment that are not approved by RW.
- i. Using ONLY non-toxic cleaning solutions for cleaning the sauna. Use of any and all other cleaning products for cleaning and disinfecting your unit will immediately void your product warranty coverage. Never treat the interior of the sauna with varnishes or paint. (Refer to section 6.3 for cleaning and maintenance.)
- j. The sauna or parts must be placed in an indoor environment unless the sauna or parts are specifically designed for outdoor use. If an indoor sauna or parts are placed in an outdoor environment, warranty shall be null and void and of no



further force and effect. The controls, heaters, electrical parts and wiring must be kept dry at all times and not exposed to any water or liquids.

6. USE OF SUB-CONTRACTORS: Service provided under this Product Warranty may occur from time to time at RW's sole choice and option, and can be performed by either RW or its authorized Technical Representatives or Sub-Contractors at the direction of RW. RW shall be responsible for the cost of furnishing replacements for defective components only, and the Customer shall be solely responsible for all labor costs related thereto.
7. PARTS REPLACEMENT: Repair materials and parts used to perform service pursuant to this Product Warranty will be replaced only as deemed necessary by RW. RW may repair or replace the defective warranty parts at its choice, and/or may use repaired, rebuilt or refurbished parts as necessary in making repairs under this Product Warranty. All parts to be furnished on an exchange basis, with the replaced parts becoming the property of RW. The **warranty coverage term** period for all parts repaired or replaced for parts deemed to be defective and covered by this warranty will be for the remaining term period of this standard warranty or the period of 90 days from date of shipment, whichever time period is greater.
8. FREIGHT COSTS: In-bound freight costs for all authorized RGA for warranty repairs, parts or system, are incurred by the Customer. All freight costs on out-bound warranty replacement components shall be paid by RW and will be shipped via UPS Ground Services only. Any freight upgrades to a faster delivery, such as Express Overnight, are the responsibility of the Customer. Under this Product Warranty Policy any and all Customs Clearance, Duties or Taxes are not part of the freight expense cost and shall be paid by Owner. This standard warranty policy considers freight costs as transportation expense only, and does not cover any administrative or government fees as mandated by any local governments. ***If it is determined the returned part or component is not covered under warranty, due to misuse, out of warranty time period or any failure of any other condition of warranty coverage, the customer shall incur all freight charges.***
9. LIMITATION OF LIABILITY: The liability of RW hereunder is agreed to be limited to the amount equal to the total amount of all payments made by Customer pursuant to this Product Warranty Agreement and by acceptance of the Product Warranty Agreement. Customer hereby waives any and all claims for incidental, special, consequential or punitive damages. Customer agrees to hold RW harmless and indemnified from any and all such claims by Customer and its agents, servants, employees and its successors and assigns.
10. FORCE MAJEURE: Neither party shall be liable for any failure or delay in performance under this Agreement (other than for delay in the payment of money due and payable hereunder) to the extent said failures or delays are proximately caused by causes beyond that party's reasonable control and occurring without its fault or negligence, or party to substantially meet its performance obligations under this Agreement, provided that, as a condition to the claim of non-liability, the party experiencing the difficulty shall give the other prompt written notice, with full details following the occurrence of the cause relied upon. Dates by which performance obligations are scheduled to be met will be extended for a period of time equal to the time lost due to any delay so caused.
11. ENTIRE AGREEMENT: This agreement contains the whole agreement between the parties in regard to the standard SaunaWellness Pro 10 Product Warranty. There are no other terms, obligations, covenants, representations, statements, or conditions, oral or otherwise, of any kind whatsoever regarding this Product Warranty unless signed by both parties subsequent to the commencement date of this Sauna Warranty policy.
12. JURISDICTION AND GOVERNING LAW: The SaunaWellness Pro 10 and all parties to the transaction shall be exclusively subject to the jurisdiction and laws of the federal courts of the United States, District of Minnesota and/or the state courts of the County of Hennepin, State of Minnesota and jurisdiction shall rest solely and exclusively only in the State of Minnesota, without regard whatsoever to any principles of conflicts of law that would require or permit the application of the substantive law of any other jurisdiction, question of law, interpretation and/or dispute arising under the sales agreement or interpretation of this standard Sauna Warranty.
13. ASSIGNMENT OF BINDING AGREEMENT: This warranty only applies to the original purchaser of a new SaunaWellness Pro 10 product who buys the Sauna from an authorized Sauna retailer. The purchaser cannot assign or transfer its rights under this warranty without the prior written consent of RW. The provisions of this warranty are binding upon all successors, administrators, trustees and permitted assigns of purchaser. This warranty may be amended, altered or changed at any time only if in writing signed by RW, which may be refused by RW at any time for any reason.



How to Obtain Product Warranty Service:

Tel: 1-877-818-8877 or 952-703-5371

E-mail: info@wellness-usa.com

