

## **Barrel Sauna Warranty Agreement**

### **Call Outs, Onsite Labour and Customers Responsibility**

The customer must report any discovered fault within 7 days to Outdoor Living Limited. A representative of Outdoor Living Limited will then diagnose the fault over the telephone and may suggest possible solutions for the customer to attempt to resolve the issue. If after these suggestions the fault has not been resolved Outdoor Living Limited will arrange to send out a Technician. **If a Technician is sent out, payment of a call out/travel charge will be required from the customer before the Technician will attend.** Call out fees are waived for any fault occurring in the first 30 days from the date of delivery. If the Technician determines that any fault is not covered under this warranty, the customer will be responsible for the cost of any parts and the Technicians onsite labour. If the issue is deemed to be covered under this Warranty agreement, only the parts and onsite labour relating to that work is covered.

### **Sauna Wood Structure – 90 Day Guarantee**

Our Saunas are not waterproof and there is no guarantee to cover leaks or the creaking or warping of the wood due to the nature of the product.

The felt roof is an optional extra and if fitted there is no guarantee to cover leaks.

We provide a 30, day Guarantee for you to report any construction or manufacturing defects and within this time period we will cover any parts or call out/labour required to rectify the fault. For an additional 60 days we will cover any defective parts and onsite labour, but a call out charge will be payable before a technician will attend.

### **Customers Maintenance**

The Sauna door, door hinges, tension straps will require periodic adjustment as the Sauna wood will shrink/expand in the outside climate. This is normal, and we can provide support with this maintenance, but this work is not covered by the Warranty.

The Rocks in your Sauna will need to be cleaned from time to time. Of course, wait until they are cool before soaking them in warm soapy water and whilst the rocks are soaking, clean out the Heater trough of any foreign materials.

We recommend that the wood is treated annually with a suitable preservative and sometimes you may get sap dripping from the wood in the early months. Remove this gently with soap and water.

### **Electrical Equipment – 1 Year Warranty**

Outdoor Living Limited will warranty the electrical components listed as follows for a period of 1 year to the customer against malfunction arising from defects in materials

and workmanship, includes parts and onsite labour (not the call out/travel charge) necessary for repair:

- Sauna Heater
- Sauna Light

**If a Technician is sent out, payment of a call out/travel charge will be required from the customer before the Technician will attend.**

### **Conditions of Warranty**

All warranties apply to the original purchaser/customer, at the original address that the Sauna was installed. Any transfer of warranty to a new owner or address is at the discretion of Outdoor Living Limited. This warranty does not include the cost of shipping parts back to Outdoor Living Limited, or to an authorised repair agent for assessment. This warranty does not include any costs incurred using a non-authorised Technician. Customers must obtain the written consent of Outdoor Living Limited before instructing any Technician not authorised by Outdoor Living Limited. In all cases Outdoor Living Limited has the sole responsibility for determining the cause and nature of the fault. Outdoor Living Limited reserve the right to provide a replacement Sauna of equivalent value if we deem that necessary. In such a circumstance the customer would be responsible for any cost of moving and installing the new Sauna.

### **Warranty Exclusions**

All warranties detailed in this document are void if the Sauna has been subject to alterations or modifications not authorised by Outdoor Living Limited. Incorrect use of the Sauna, electrical installation by non-qualified electrician, ice in the Sauna, incorrect winter preparation, or commercial use.

The Sauna Heater Rocks, Sauna Accessories and Sauna Light bulb are all covered by our Warranty for the first 90 days from the date of delivery.

### **Disclaimer**

Outdoor Living Limited will not be liable for any period or loss of use of the Sauna, any incidental expenses incurred because of the repair or replacement of the Sauna. This includes but is not limited to permanent decking or surroundings, flooring, any other fixtures.

All warranties apply from the date the Sauna is delivered to the customer.

Your warranty will be void if you have not provided the appropriate Electrical certificate to Outdoor Living Limited at the time of delivery/installation.