



Sun Home Cold Plunge™

User Manual

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The intelligently engineered Sun Home Cold Plunge™ Portable Ice Bath with Chiller is the pinnacle of cold-water immersion technology.

The Sun Home Cold Plunge™ is the only inflatable and fully-portable cold plunge in the world equipped with a military-grade XL sized insulated tub and 1HP smart-chiller and heater. The Sun Home Cold Plunge™ is the only inflatable and fully-portable cold plunge in the world equipped with a military-grade XL sized insulated tub and 1HP smart-chiller and heater.

The Sun Home Cold Plunge™ User Manual contains important information regarding the operation and maintenance of your Cold Plunge™. Prior to use, please review the safety information in this Manual and the Terms & Conditions found on <https://sunhomesaunas.com>.

For more information, visit us at [Sun Home Cold Plunge™](https://sunhomesaunas.com).

Features

- The Sun Home Sauna Cold Plunge comes with a powerful 1HP smart-chiller, providing efficient cooling capabilities. It operates three times faster than other competing products in the same price range, ensuring quick and effective temperature control for cold plunges.
- The plunge tub offers the flexibility to adjust water temperature according to your preferences. The energy-efficient motor can rapidly cool the water down to 37.5°F for invigorating cold plunges or heat it up to a warm and relaxing 104°F in just a few minutes.
- The Sun Home Sauna Cold Plunge is equipped with a mobile app that allows users to control the plunge tub remotely. With the app, you can easily adjust temperature settings, set timers, and control other features conveniently from anywhere within range.
- The tub includes a 24-hour reservation mode, allowing users to pre-set their preferred plunge session in advance. This feature ensures that the water is ready at the desired temperature when you're ready to plunge, providing convenience and flexibility in scheduling. This feature allows you to set an on/off schedule for each individual day of the week and have it ready based on your daily routine which we find incredibly useful.
- The Sun Home Sauna Cold Plunge is designed with portability in mind, making it suitable for both indoor and outdoor use. Its lightweight construction and compact size enable easy transportation and setup in various locations, whether it's inside your home, on a patio, or in the backyard.
- The plunge tub is constructed using military-grade technology, ensuring exceptional durability. The robust materials and construction techniques used make it more durable and resistant to wear and tear compared to other inflatable cold plunges on the market.
- The Sun Home Sauna Cold Plunge offers an XL size, providing ample space for a full-body plunge experience. The generous dimensions make it suitable for professional athletes and individuals up to 6'8" in height, ensuring a comfortable and unrestricted plunge session.
- The tub features a built-in high-efficiency UV disinfection system that utilizes ultraviolet light to kill bacteria, viruses, and other harmful microorganisms present in the water. Additionally, an ozone injection sanitization system further enhances water sanitation, ensuring a clean and hygienic plunge experience. Basically, it pumps out ozone gas on a cycle, which breaks down organic material and means there's no need to add in any harsh chemicals and water treatments products to your water.

- The Sun Home Sauna Cold Plunge incorporates a 20-micron filter that effectively captures and removes unwanted debris, ensuring clean and clear water during your plunge sessions. This filtration system helps maintain optimal water quality and hygiene. What's cool is that these are also washable and reusable if you want to extend their life you can spray a solution on them and essentially clean the filter to double its life.
- The tub is insulated to help conserve energy and maintain the desired water temperature for extended periods. The insulation helps to minimize heat transfer, keeping the water at an optimal temperature while reducing energy consumption.

What's Included

- Plunge Tub - XL Size, Military-Grade, Drop Stitched
- Insulated Protective Tub Cover
- Durable Carrying Case for easy transportation
- Efficient 1HP Smart Chiller + Heater
- Built-in Ozone Sanitation
- Smart Air Pump for quickly inflating the Tub
- Repair Kit for simple fixes
- Plastic wrench
- Spare Filter Element
- Water hoses with special connectors
- Quick connectors
- Rubber O-Rings

Installation Information and Precautions

The Cold Plunge can be installed just about anywhere that can withstand the weight, as long as you have sufficient clearance (36") for air flow and to access the chiller, access to an AC outlet, access to a hose for filling and draining the tub, and a place to drain the tub.

We advise you to place a guard or fence around the Cold Plunge if installed outdoors. The guard helps to keep children and pets from the chiller and the entire appliance.

If you are putting your cold plunge inside, please ensure there is enough clearance around the tub as well as ample fresh airflow. This is because the chiller utilizes airflow and the air is warmer when it exits the chiller.

- PLEASE GO THROUGH THIS MANUAL IN DETAIL BEFORE INSTALLING OUR PRODUCTS. FAILURE TO UNDERSTAND THE INSTRUCTIONS COULD LEAD TO INJURIES, FINANCIAL LOSSES, OR DAMAGES TO THE CHILLER.
- PLEASE CONTACT SUN HOME SAUNAS CUSTOMER SERVICE WHEN SEEKING FURTHER TECHNICAL INFORMATION
- ALWAYS USE THE PROTECTIVE COVER PROVIDED WHEN NOT IN USE. DAMAGE OCCURRED FROM WEATHER OR THE ELEMENTS IS NOT WARRANTIED.
- BEFORE YOU START INSTALLING THIS APPLIANCE (CHILLER), CHECK IF YOUR LOCAL AC WALL ELECTRICITY MEETS THE CHILLER'S REQUIREMENTS (120 VAC IN THE US). YOU CAN CHECK THE CHILLER'S LABEL OR PERFORMANCE INFORMATION FOR FULL DETAILS. DO NOT OVERLOAD A CIRCUIT OR WIRING WITH MULTIPLE APPLIANCES ON THE SAME OUTLET OR BREAKER.
- FOR PERSONAL SAFETY AND TO PREVENT SHOCK, THE COLD PLUNGE MUST BE PLUGGED INTO A GROUND FAULT CURRENT INTERRUPTER (GFCI) WHICH IS ALSO KNOWN AS A GROUND CURRENT DETECTOR (GCD) OUTLET (TYPICALLY THESE ARE INSTALLED OUTDOORS OR IN A BATHROOM AND CAN BE INSTALLED BY A LICENSED ELECTRICIAN IN ANY OUTLET).
- IF THE GCD CONTINUES TO TRIP, PLEASE REACH OUT TO A LOCAL, LICENSED ELECTRICIAN.
- ALWAYS CONSIDER THE LOCAL REGULATIONS WHEN FITTING THE ELECTRICAL PROTECTION APPLIANCES.
- ENSURE THAT YOU GROUND THE CHILLER TO EARTH GROUND BY CONNECTING THE THIRD PRONG IN THE OUTLET. GROUNDING/EARTHING THE DEVICE HELPS TO PREVENT OR AVOID ELECTRIC SHOCKS RESULTING FROM THE COLD PLUNGE'S UNEXPECTED SHORT CIRCUIT.
- FOR SAFETY PURPOSES, YOU SHOULD NEVER REPAIR THE CHILLER YOURSELF. CONTACT SUN HOME SAUNAS FOR ASSISTANCE IF YOUR CHILLER HAS A FAULT AND REQUIRES REPAIRS.
- DO NOT PLACE OBJECTS IN THE CHILLER WHILE IT'S WORKING. THESE OBJECTS COULD COME INTO CONTACT WITH THE APPLIANCE'S FAN, RESULTING IN DAMAGE. IN ADDITION, THESE OBJECTS MIGHT CAUSE ACCIDENTS. KEEP CHILDREN AND PETS AWAY FROM THE CHILLER. NEVER USE THIS CHILLER WITHOUT THE PLAQUE OR GRILLE AS IT COULD CAUSE ACCIDENTS OR SYSTEM MALFUNCTIONS.
- DO NOT ALLOW UNQUALIFIED SERVICE ENGINEERS TO ADJUST THE SWITCHBOARDS, CONTROLLERS, OR VALVES.

- THOSE WITH REDUCED MENTAL, PHYSICAL, OR SENSORY CAPABILITIES, AND THOSE WITHOUT EXPERIENCE OR KNOWLEDGE, CAN ONLY USE THE APPLIANCE UNDER PROPER SUPERVISION. CHILDREN UNDER 18 YEARS OLD SHOULD NOT USE THE CHILLER. NEVER ALLOW CHILDREN TO PLAY AROUND WITH THE CHILLER.
- CHILDREN SHOULD NEVER CLEAN OR PERFORM USER MAINTENANCE WITHOUT SUPERVISION. THIS IS A HIGH-POWER ELECTRICAL APPLIANCE. USE COMMON SENSE AND ASK FOR PROFESSIONAL ASSISTANCE WITH ANY QUESTIONS. IT ALSO CARRIES SUBSTANTIAL WATER WEIGHT WHEN FULL AND REQUIRES STRUCTURALLY SOUND SUPPORT FOR OVER 4000 LBS. FOLLOW ALL CAUTIONS IN THIS MANUAL. USE AT YOUR OWN RISK.
- LIABILITY DISCLAIMER: SUN HOME SAUNAS EXPRESSLY DISCLAIMS ANY RESPONSIBILITY FOR ANY DAMAGE, INJURY, HARM, COST, EXPENSE, OR LIABILITY ARISING OUT OF OR RELATED TO YOUR USE OR MISUSE OF THIS PRODUCT. THIS PRODUCT IS PROVIDED ON AN AS-IS BASIS AND WITHOUT OTHER THAN THE SPECIFIED WARRANTY, WHETHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, FITNESS FOR A PARTICULAR PURPOSE. SOME JURISDICTIONS DO NOT ALLOW AN EXCLUSION OF IMPLIED WARRANTIES. IF YOU ARE LOCATED IN SUCH A JURISDICTION, YOU ARE ADVISED TO SEEK LEGAL ADVICE TO DETERMINE IF THIS EXCLUSION APPLIES TO YOU.
- REMEMBER TO TEST THE GFCI/GCD ONCE A WEEK AT LEAST. DON'T USE THE COLD PLUNGE IF IT HAS ANY PROBLEMS SUCH AS THE RESET BUTTON NOT WORKING AFTER PRESSING TEST.
- NEVER SPRAY THE COLD PLUNGE CHILLER WITH WATER OR LET IT GET WET. WHEN NOT IN USE, COVER THE CHILLER TO PROTECT IT FROM WEATHER
- DO NOT USE THE COLD PLUNGE ON UNPROTECTED FLOORS, AS CONDENSATION MAY OCCUR AND CAUSE DAMAGE TO THE FLOOR.
- KEEP CHILDREN AWAY FROM THE CHILLER AND PLUNGE BATH.
- DON'T COVER OR BLOCK THE CHILLER AND/OR AIR OUTLET.
- MAKE SURE THERE IS MORE THAN 30 CM (12 INCHES) FREE SPACE AROUND THE COLD PLUNGE.
- DON'T EXTEND THE WATER HOSE BETWEEN THE CHILLER AND THE TUB AS THIS MAY REDUCE THE COOLING EFFICIENCY OR MAKE IT HARD TO REACH THE TARGET TEMPERATURE.
- WE RECOMMEND EMPTYING THE WATER IN THE TUB TWICE A WEEK. DURING COLD MONTHS, THE WATER CAN ICE UP AND MUST BE CHANGED SO IT DOESN'T DAMAGE THE CHILLER. KEEP THE SCREEN INTAKE CLEAR. KEEP THE ENVIRONMENT VENTILATED. THE MAX

ALLOWABLE TEMPERATURE OF THE AMBIENT AIR IS 45 DEGREES CELSIUS (113 DEGREES FAHRENHEIT).

- KEEP YOUR HAIR, FINGERS, TOWEL, ETC. AWAY FROM THE FAN OF THE CHILLER AND WATER FLOW HOLES.
- ONLY A PROFESSIONAL MECHANIC WITH THE RIGHT QUALIFICATIONS CAN REPAIR THE SYSTEM.
- THE TUB FILLED WITH WATER CAN WEIGH OVER 4000 LBS. BE SURE THE FLOOR CAN SUPPORT SUCH A LOAD. DO NOT FILL AT THE EDGE OF A CANTILEVER DECK.
- DO NOT BLOCK THE FAN OUTLET. OTHERWISE, IT WILL REDUCE THE HEATING AND COOLING EFFECT AND WASTE POWER.
- THE EQUIPMENT MUST BE KEPT CLEAN. REGULARLY CHECK AND CLEAN THE SURFACES AND DO NOT TOUCH THE FAN DURING THE OPERATION OF THE EQUIPMENT TO AVOID HURTING FINGERS.
- CONFIRM THE RATED VOLTAGE OF THE PRODUCT IS CONSISTENT WITH THE AC SUPPLY VOLTAGE OF THE HOME - DO NOT TOUCH THE SWITCH WITH HANDS, NOR ANY OF THE ELECTRICAL COMPONENTS.
- DO NOT USE WHILE UNDER THE INFLUENCE OF ALCOHOL OR RECREATIONAL DRUGS. CONSULT YOUR DOCTOR BEFORE USE IF YOU'RE CURRENTLY TAKING ANY PHARMACEUTICAL DRUGS, INCLUDING OVER THE COUNTER DRUGS.
- SUN HOME SAUNAS IS NOT RESPONSIBLE FOR ANY PROBLEM OR INJURY THAT RESULTS FROM POOR INSTALLATION AND ABNORMAL USE.
- IF USING OUR COLD PLUNGES AS HOT TUBS, YOU MUST USE STANDARD HOT TUB SANITIZING CHEMICALS SUCH AS CHLORINE, LIKE YOU WOULD USE IN A NORMAL SPA. BACTERIA EASILY GROWS IN WARM WATER IF NOT TREATED WITH CHEMICALS. WE RECOMMEND KEEPING THE PLUNGE BELOW 50°F FOR BEST PERFORMANCE.

Installation & Setup

Before attempting to install and set up your Cold Plunge, scan the QR Code, click the link <https://www.youtube-nocookie.com/embed/VakCWWT0y38>, or click the video below.



Watch the video carefully for information on the installation process.

Inflating Your Cold Plunge

1. Unfold your Cold Plunge tub and lay it on a flat surface where you want it to remain.
2. Remove the plug on the air fitting.



3. Connect the pump air hose to the fitting on your Cold Plunge, turning the connector clockwise until snug.

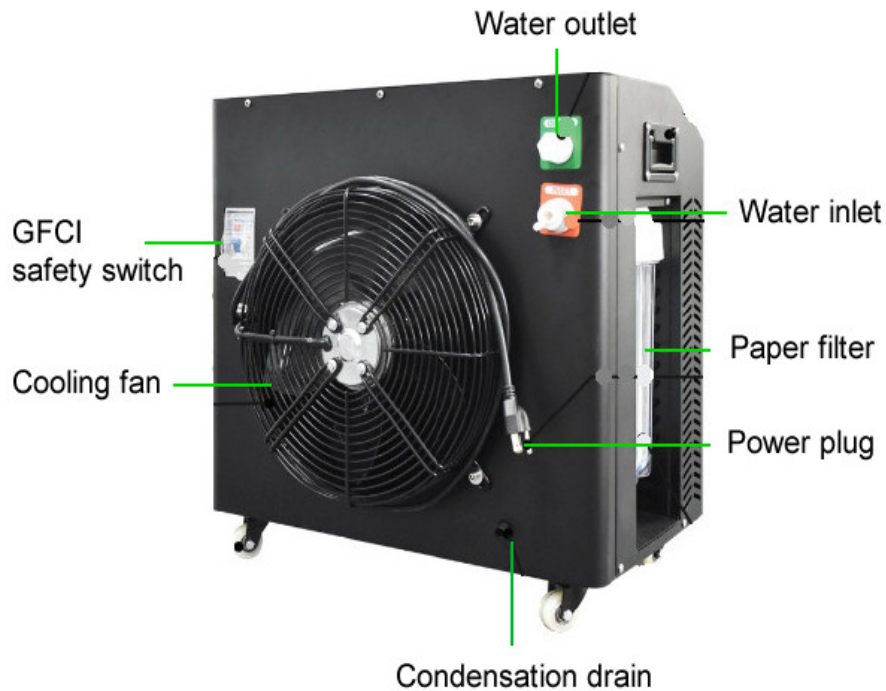


4. Pump until the air pressure is in the 6-8 psi range. Ignore the green band. **DO NOT EXCEED 8 PSI!**



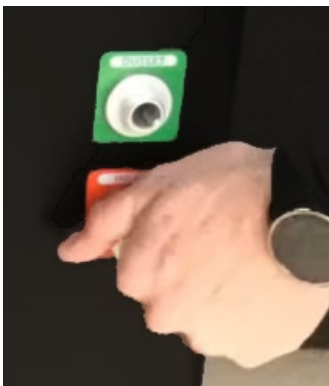
5. Remove the hose and replace the air plug.

Making Cold Plunge and Chiller Connections



NOTE: The steps below supersede those shown in the video.

1. Remove the red **INLET** connector by turning it counter-clockwise.



2. Attach the Metal Filter assembly to the red **INLET** port on the Chiller.



3. Insert a washer in a water hose and connect the hose to the Metal Filter assembly and tighten it clockwise until snug.
4. Insert a washer in the other end of that hose and connect the hose to the red **Water out** port on the tub and tighten it clockwise until snug.
5. Insert a washer in the other water hose and connect it to the green **OUTLET** port and tighten it clockwise until snug.
6. Insert a washer in the other end of that hose and connect it to the green **Water In** port on the tub.



Filling Your Cold Plunge

1. Using a garden hose, fill the Cold Plunge tub at least halfway full, but typically 6-8 inches from the top of the tub.
2. Turn the Chiller ON using the Control Panel.



Draining Your Cold Plunge

1. Turn the Chiller OFF.
2. Disconnect the hose from the green OUTLET port and let the water drain out of the tub by gravity using that hose.
3. When the water stops draining, turn the tub on its side to drain the remaining water.

Protecting Your Cold Plunge

1. When not in use, keep water at least half deep in the tub.
2. Cover the tub to keep it and the water clean.
3. Using the straps on the cover and the clips on the tub, secure the cover in place.
4. Set the temperature on the Control Panel below the ambient temperature.

This starts the chiller and keeps the tub ready for your next plunge.

Maintenance

Before attempting to install and set up your Cold Plunge, scan the QR Code on page 8, click the link <https://www.youtube-nocookie.com/embed/aUf7H9nRxk>, or click the video below.



Watch the video carefully for information on maintenance.

Maintenance is crucial to ensure the proper functioning of the Cold Plunge. Here are some key maintenance reminders:

- Regularly check the water inlet channel and drainage to ensure sufficient water and airflow. This helps maintain the system's performance and reliability. Remember to routinely keep the tub's filter clean to prevent clogging and damage to the Cold Plunge.
- Keep the area around the appliance well-ventilated and spacious. Regularly clean the chiller's sides to ensure effective heat exchange and energy efficiency.
- Check all processes in the Cold Plunge to ensure they're working properly. Pay close attention to the operating refrigerant system's pressure.

- Regularly inspect the cable connections and power supply. If you notice any abnormal functioning or smell from electrical components, turn off the system immediately and contact a licensed electrician.
- If you're not planning to use the appliance for an extended period of time, it's recommended to drain the water. Before turning the Cold Plunge on again, thoroughly check all parts and ensure the tub is filled with water.
- The service life of the UV is about 3000 hours.

Replacing the Filters

The Metal Filter is installed at the red INLET of the Chiller. It filters hair and any large items from the tub water.

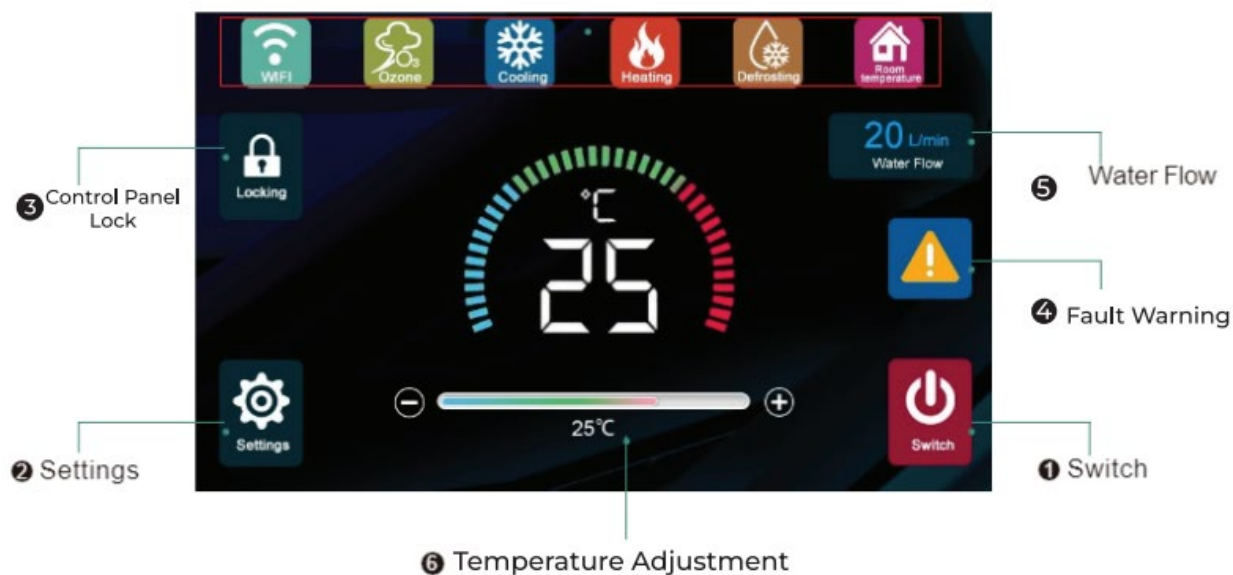


The paper filter is installed inside the Chiller. It filters microscopic debris and bacteria.



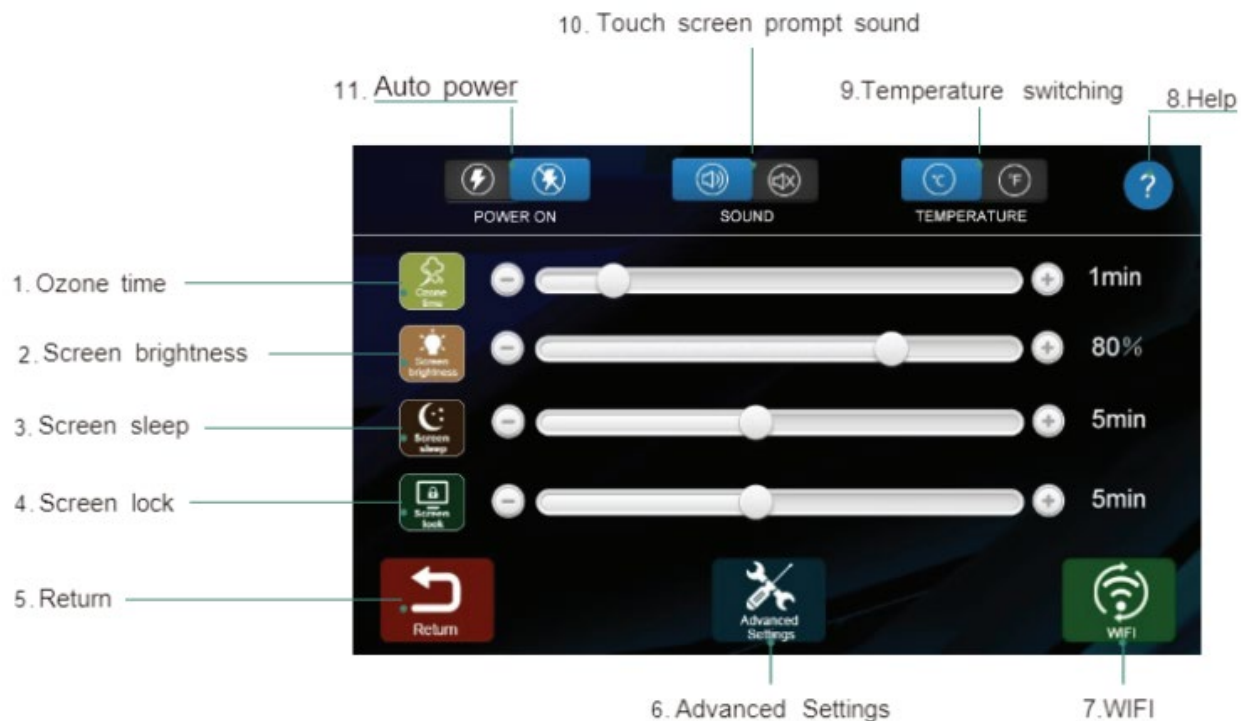
Using the Touch Screen

The Touch Screen display is shown below. The icons light to show which functions are active. The icon is gray when the function is not active.



1. Press the Switch icon to turn the Cold Plunge Chiller ON.
2. Press the Settings icon to open the Settings display.
3. Press the Control Panel Lock icon for 3-5 seconds to Lock or Unlock the display.
4. The Fault Warning icon blinks if there is a fault condition.
5. Water Flow shows the water flow rate.
6. The Temperature can be adjusted by selecting – or +.

The Settings display is shown below.



1. Ozone time can be set from 0 to 1 minute.
2. Display brightness can be set from 10% to 100%.
3. Display sleep time can be set from 0 to 5 minutes.
4. Screen lock time can be set from 0 to 5 minutes.
5. Pressing the Return icon opens the initial screen display.
6. Pressing the Advanced Settings icon makes additional settings available.
7. Pressing the WIFI icon for 3-5 seconds turns it On or Off.
8. Pressing the Help icon displays a QR code you can scan to get Technical Support.
9. The Temperature icon lets you switch from °F to °C.
10. Allows you to Mute or Unmute the prompt sound as settings change.
11. Allows you to power the Chiller On or Off.

Downloading the Software App

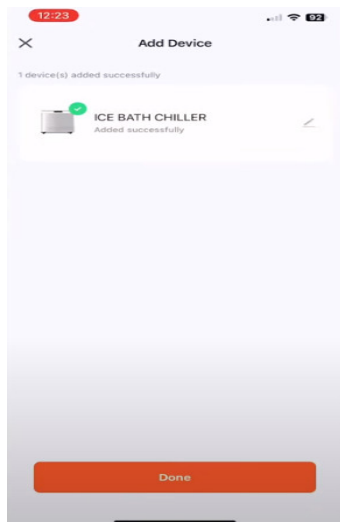
There is a software App you can download to your smartphone or tablet to control the operation of your Cold Plunge.



Tuya Smart

Note: Currently, Tuya can only support 2.4G Wi-Fi signal. Therefore, before connecting the phone to the Chiller, please confirm that the Wi-Fi used by your phone is in the 2.4G frequency band. If it is in the SG frequency band, it will not be able to connect to the chiller.

1. Download, install, and open the Tuya App.
2. Log in and get a Verification Code.
3. Select Add to add a Device.
4. Manually add ICE BATH CHILLER as a new device.
5. Enter the Wi-Fi information for your network.



6. After making a successful connection, click Done.
7. The App can control the Cold Plunge features as well as the Control Panel touch screen.

Using the App

The App on your device is shown below. Tap to activate, deactivate, or adjust a setting.



1. Shows the ambient temperature.
2. Water sensor 1 indicates that the pump has drawn water into the filter and pump. Water sensor 2 indicates that the pump is operating.
3. Tap to turn the power On or Off.
4. Tap to turn the timer On or Off.
5. Mutes or unmutes the prompt sound.
6. Switches the temperature display to °C or °F.
7. Locks or Unlocks the Cold Plunge.
8. Tap to turn the power On or Off.
9. Shows the water flow rate to the tub.
10. Sets the ozone timer from 0 to 5 minutes (after which it will turn off for 15 minutes. This cycle repeated every 15 minutes).
11. Sets the temperature of the water in the tub.

FAQs

Should I run the chiller all the time/continuously?

NOTE: *When the Plunge is not in use, turn the chiller off.*

How can I minimize the power used by setting a schedule on the App?

If you don't want it to use as much power you can schedule an increase in the temperature on the app in the SCENE tab (there is a [walkthrough video](#)). When you don't need the water to be cold for a plunge, the chiller doesn't turn on as often when not in use.

Then decrease the temperature a few hours before your daily plunge time. When the pump is on idle (which circulates the water continuously) it uses only 88W of power.

If you don't want to run all the time, you could turn on the chiller for 4 hours before you plunge; then turn off 2 hours after your plunge using the App. This will ensure you will be at your desired temperature when you plunge and water has circulated to keep your tub water clean.

How often should I check the Metal Filter?

Periodically check the Metal Filter and clean as necessary.

How often should I replace the Paper Filter?

We recommend changing the Paper Filter every one to three months.

What should the height of the water level be?

The water level should be about half way between the top inlet and the top of the tub

How long should my Cold Plunge tub take to reach my set temperature?

Depending on the ambient temperatures and the initial temperature of the water, this time can fluctuate. It may take more time initially for the tub to cool, but once at that lower temperature, it won't take that long as the tub is insulated.

How often should I clean my tub?

This depends on usage. We recommend changing the water every few weeks and cleaning the inside of the tub.

When finished with my Plunge, how long should I keep circulating the water?

We recommend about 30 minutes after you finish your cold plunge session to allow the filter to clean the water.

Error Codes & Troubleshooting

If there is an Error, an alarm may sound.

Error Display	Alarm	Failure	Items to Check	Solution
IN	No	Bad panel connection. This problem prevents operation until repaired.	Are both ends of the cable plugged in?	Re-plug both ends of the cable.
HH	Yes	The water temperature is higher than the upper limit temperature.	If there is a difference between the low water temperature and the displayed water temperature, the water temperature sensor is faulty.	Problem prevents operation.
FL	Yes	1. No water flow. 2. Too little water flow.	1. No water flow – the water pump is broken or stuck, and the waterway may be blocked. 2. Small water flow – there may be a tube pinched in the waterway, the waterflow is not smooth, or the waterway has not been cleaned recently, and the scale is blocked. Flush it with an air gun. 3. The water flow protection switch is broken. Replace the water flow switch.	After clearing the problem, press and hold the mode button + the setting button for 5 seconds to force the alarm off. The Cold Plunge should now work normally.
Ch 1	Yes	Bad Sensor (Green)	Replace the NTC1 temperature sensor, Restart the Cold Plunge after replacement.	Problem prevents operation until repaired.
HEA	No	Heating Failure	The Cold Plunge can only perform the cooling function.	Problem prevents hot water operation unless resolved, but cold water operation may proceed.
ICE	No	Water temperature below freezing point	Turn off the Cold Plunge. Pour hot water into the bucket for 20 minutes. Turn the Cold Plunge back on. If the antifreeze solution is used, you can press the MODE +SET	After clearing the problem, press and hold the mode button + setting button for 5 seconds to force

			button at the same time to force the alarm off. The Cold Plunge will resume normal operation.	the alarm off. The Cold Plunge will work normally.
PA	No	Sensor failure (Red)	Replace the NTC3 temperature sensor. Restart the Cold Plunge after replacement.	Normal Operation
AA	No	Temperature Sensor Failure	Replace the NTC4 temperature sensor. Restart the Cold Plunge after replacement.	Normal Operation

Cold Plunge Specifications

Tub Outer Dimensions: L x W x H: 6.4 ft x 2.3 ft x 2.1 ft

Chiller Dimensions: 21 in x 16 in x 22 in

Volume: 360 liters (95 gallons)

Tub Weight: 15.5 lb

Chiller Weight: 88 lbs

Control: Temperature (37.5 F to 104 F adjustable) & Time (30 to 60 minutes)

Power Requirements: 120 V, 11 A (plugs into a standard wall outlet)

Timer Settings: 0 to 60 minutes

Circulation: built-in self-priming system

Electrical Specifications

Power (volts)	120 V
50-60 Hz (dedicated circuit)	
Current (amps)	11 A

The Cold Plunge Chiller plugs into a standard wall outlet.

Limited Residential Warranty

THIS LIMITED RESIDENTIAL WARRANTY (THE “WARRANTY”) IS APPLICABLE ONLY TO THE SUN HOME COLD PLUNGE™ AND THE SUN HOME COLD PLUNGE™ PROPRO (THE “PRODUCT”).

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

THE WARRANTY CAN ALSO BE FOUND ONLINE AT WWW.SUNHOMESAUNAS.COM/WARRANTY AND IN THE DOCUMENTATION WE PROVIDE WITH THE PRODUCT.

WE LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

OUR RESPONSIBILITY FOR DEFECTIVE GOODS IS LIMITED TO REPLACEMENT OR REFUND AS DESCRIBED BELOW IN THIS WARRANTY STATEMENT.

WHO MAY USE THIS WARRANTY?

FISH & FISCHER, LLC doing business as SUN HOME SAUNAS located at 1804 Garnet Ave, #216, San Diego, CA 92109 (collectively referred to as “Sun Home,” “us,” “we,” or “our” as the context may require) extends this limited warranty only to the consumer who originally purchased the product (“You” or “Your” as the context may require). It does not extend to any subsequent owner or other transferee of the product. This Warranty is limited to customers in the United States and Canada.

WHAT DOES THIS WARRANTY COVER?

This limited warranty covers defects in materials and workmanship of the Product for the Warranty Period as defined below, except the LED Lights and the UV-C bulb. The LED Lights and the UV-C bulb are warranted for ninety (90) days from the date of purchase. This Warranty covers parts, but does not cover labor and/or service technicians.

WHAT DOES THIS WARRANTY NOT COVER?

This limited warranty does not cover any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance, including failure to maintain the Product on a flat, level, hardtop surface with adequate drainage and to keep the exterior free and clear from

plants, trees, grasses, soil, and snow deposits; (e) modifications of any type for any reason (including modification to meet local codes); (f) unauthorized repair; (g) normal wear and tear; (h) cleaning, painting, staining or other use of abrasive or improper chemicals; (i) your or a third party's negligence; (j) animals, including without limitation, termites and other wood-destroying insects or rodents; (k) connections supplied by the installer of the equipment, an electrician or a third party; (l) improper voltage supply; or (m) external causes such as accidents, abuse, or other actions or events beyond our reasonable control, including, but not limited to, acts of God such as lightning, floods, earthquakes, etc.

This Warranty becomes void if the Product has been subject to commercial use. For the purposes of this Warranty, "commercial use" shall mean any use that involves a fee, rate, charge, or other consideration, any use directly or indirectly in connection with a business, going concern, or undertaking intended for profit or pecuniary gain.

WHAT IS THE PERIOD OF COVERAGE?

This limited warranty starts on the date of your purchase and lasts for one year (the "**Warranty Period**"). The Warranty Period is not extended if we replace the product. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive. Your sales receipt showing the date of purchase of the product is your proof of purchase. Any evidence of alteration, erasing or forgery of proof of purchase documents will be cause to void this Warranty. Products on which the serial number has been defaced or removed are not eligible for warranty service.

WHAT ARE YOUR REMEDIES UNDER THIS WARRANTY?

With respect to any defective product during the Warranty Period, we will, in our sole discretion, either: (a) replace such product (or the defective part) free of charge or (b) refund the purchase price of such product. Freight charges to and from you are your responsibility and are not covered under this Warranty. This includes freight charges for parts shipped to enable the services of the Product.

HOW DO YOU OBTAIN WARRANTY SERVICE?

To obtain warranty service, you must call 1-844-728-6200 or email our Customer Service Department at info@sunhomesaunas.com during the Warranty Period.

LIMITATION OF LIABILITY

THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

WHAT CAN YOU DO IN CASE OF A DISPUTE WITH US?

The following informal dispute resolution procedure is available to you if you believe that we have not performed our obligations under this limited warranty:

DISPUTE RESOLUTION AND BINDING ARBITRATION.

- a. **YOU AND SUN HOME ARE AGREEING TO GIVE UP ANY RIGHTS TO LITIGATE CLAIMS IN A COURT OR BEFORE A JURY, OR TO PARTICIPATE IN A CLASS ACTION OR REPRESENTATIVE ACTION WITH RESPECT TO A CLAIM. OTHER RIGHTS THAT YOU WOULD HAVE IF YOU WENT TO COURT MAY ALSO BE UNAVAILABLE OR MAY BE LIMITED IN ARBITRATION.**

ANY CLAIM, DISPUTE OR CONTROVERSY (WHETHER IN CONTRACT, TORT OR OTHERWISE, WHETHER PRE-EXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, CONSUMER PROTECTION, COMMON LAW, INTENTIONAL TORT, INJUNCTIVE AND EQUITABLE CLAIMS) BETWEEN YOU AND US ARISING FROM OR RELATING IN ANY WAY TO YOUR PURCHASE OF PRODUCTS THROUGH THE SITE, WILL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION.

- b. The arbitration will be administered by the American Arbitration Association ("AAA") in accordance with the Consumer Arbitration Rules (the "AAA Rules") then in effect, except as modified by this . (The AAA Rules are available at adr.org or by calling the AAA at 1-800-778-7879.) The Federal Arbitration Act will govern the interpretation and enforcement of this section.

The arbitrator will have exclusive authority to resolve any dispute relating to arbitrability and/or enforceability of this arbitration provision, including any unconscionability challenge or any other challenge that the arbitration provision or the Agreement is void, voidable or otherwise invalid. The arbitrator will be empowered to grant whatever relief would be available in court under law or in equity. Any award of the arbitrator(s) will be final and binding on each of the parties and may be entered as a judgment in any court of competent jurisdiction.

If you elect to file the arbitration, and this is a consumer-purpose transaction, you will pay the filing fee to the extent required by AAA's Consumer Arbitration Rules but not to exceed the cost of filing a lawsuit. Any amount above what it would cost you to file a lawsuit, we will pay. All other arbitration fees and expenses shall be allocated to us according to AAA rules. Except for the arbitration fees and expenses, each party shall pay its own costs and fees incurred (including attorneys' fees), unless the arbitrator allocates them differently in accordance

with applicable law. This paragraph applies only if this is a consumer-purpose transaction.

- c. You may elect to pursue your claim in small-claims court rather than arbitration if you provide us with written notice of your intention to do so within 30 days of your purchase. The arbitration or small-claims court proceeding will be limited solely to your individual dispute or controversy.
- c. You agree to an arbitration on an individual basis. In any dispute, **NEITHER YOU NOR SUN HOME WILL BE ENTITLED TO JOIN OR CONSOLIDATE CLAIMS BY OR AGAINST OTHER CUSTOMERS IN COURT OR IN ARBITRATION OR OTHERWISE PARTICIPATE IN ANY CLAIM AS A CLASS REPRESENTATIVE, CLASS MEMBER OR IN A PRIVATE ATTORNEY GENERAL CAPACITY.** The arbitral tribunal may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. The arbitral tribunal has no power to consider the enforceability of this class arbitration waiver and any challenge to the class arbitration waiver may only be raised in a court of competent jurisdiction.

If any provision of this arbitration agreement is found unenforceable, the unenforceable provision will be severed and the remaining arbitration terms will be enforced.