



Designer B Electric Sauna Heater Troubleshooting

Please watch this video for reasons why the high limit trips!

[CLICK HERE TO WATCH](#)

1. **Confirm the Model# & Serial Number of the Heater.**
2. [Confirm the Timer is understood right, there is a time delay for up to 9 hours.](#)
3. [Confirm that a GFCI Breaker is **NOT** used.](#)
4. [Confirm the location of the Reset Button and if this has been pressed.](#)
5. [Confirm if they have the vent kit installed for air intake under the heater.](#)
6. [Confirm if the stones are loosely placed between the elements so there is still air flow.](#)
7. [Confirm if the Heating Elements turn orange at all when the heater is turned on.](#)
8. [Heater not turning on in extreme cold temperatures?](#)

If all these tips have been tested, please Call Sauna 360 directly with your heater model number and serial number and they will assist further.

If you have your electrician on site, please have him contact Sauna 360 directly to troubleshoot;

888-780-4427

us_techsupport@sauna360.com

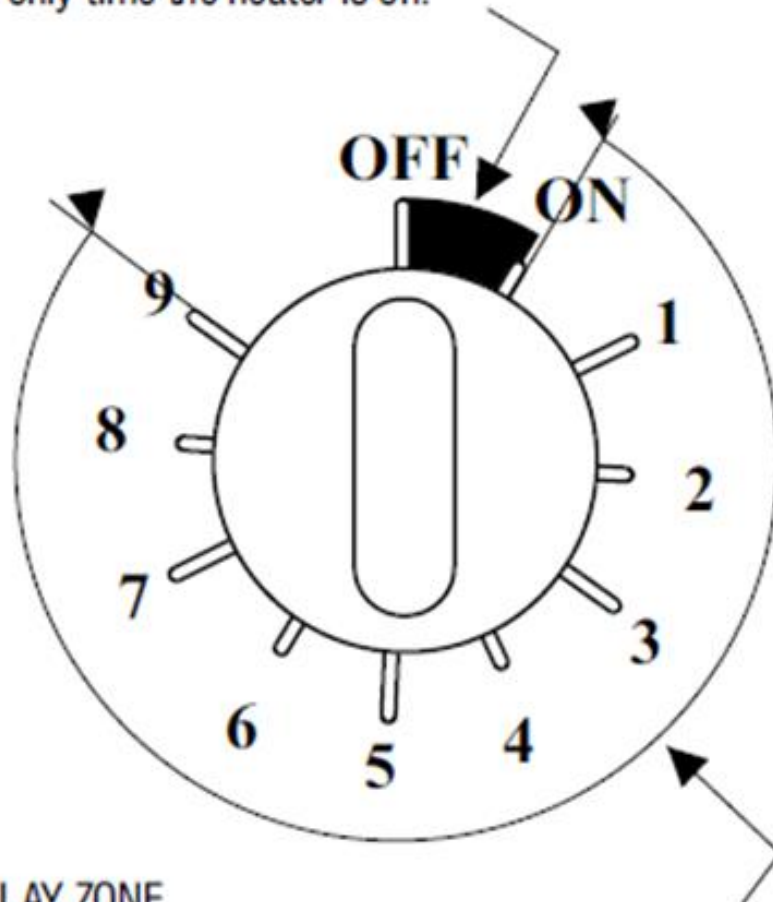
Dundalk LeisureCraft Inc.

318448 8th Line, Melancthon, Ontario Canada L9V 2K3

Ph: 519-923-9813 | Fax: 866-458-7583 | Web: www.leisurecraft.com

2. Understanding the Timer

ONE HOUR OPERATING ZONE FOR 9 HOUR DELAY TIMER
This area from "OFF" to "ON" is the operating zone. This is the only time the heater is on.



DELAY ZONE
This area from "9" to "ON" is the delay zone, meaning the heater can be programmed to come on up to nine hours later. The heater will not operate in this area.

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3. GFCI Breaker Not Required



December 23, 2020

From: TyloHelo Inc.
575 Cokato St. East
Cokato, MN 55321

To: Whom It May Concern

Subject: TyloHelo Sauna Heaters Do Not Require GFCI Protection

TyloHelo (Finnleo, Helo, Tylo, Polar, and Saaku Brand) heaters do not require GFCI protection. A sauna is not a "spa or hot tub" and a GFCI is not required in the NEC. The NEC does not specifically reference sauna in the standard.

Provided the heater is connected to the appropriate grounded circuit, there is absolutely no risk to the end user. If a GFCI protected breaker is installed, it will nuisance trip.

If there are further questions, please reach me at the below phone number.

Sincerely,

R&D/Quality Manager, TyloHelo Inc.

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4. Thermostat Reset Button



The sauna heater has a built-in high limit control, which automatically turns off the heater if the temperature inside in the sauna room rises to an abnormally high level.

To restart the heater, let the heater cool and turn the timer down to zero (off), then push the reset button on the bottom of the heater, See Item 3 on Diagram 2. If the high limit continually shuts off the heater, contact a service representative.

[Where to find your high Limit Reset](#)

[Reasons why the high limit trips](#)

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5. Vent Kit for Air Intake and Proper Air Flow

The purpose of sauna ventilation is to move the air from the heater to the seating area and to ensure the heater has adequate airflow to keep it from overheating.

The sauna should have cross ventilation with the inlet vent low below the heater and an outlet vent high in the opposite corner from the heater.



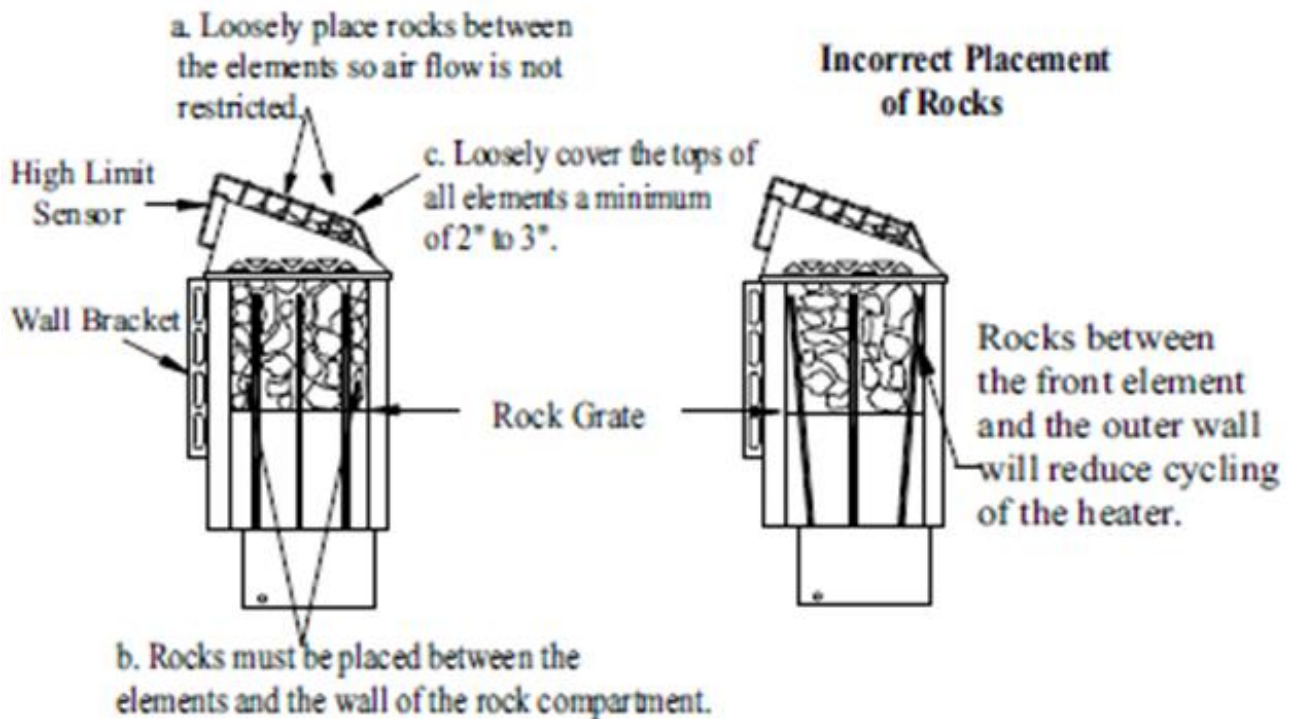
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6. Placement of the Rocks

DIAGRAM 10



1. Put smaller rocks in first around the outer perimeter of the heating chamber.
2. Completely fill all four sections (front, 2 center sections between elements, and back).
3. In the outer sections, use smaller rocks placed more tightly (see note b).
4. Place rocks loosely in the center 2 sections (see note a).
5. Be sure rocks completely cover the elements (see note c).
6. Loosely cover the tops of all elements a minimum of 2" to 3".

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6. Heating Elements still turning Red.



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8. Heater not turning on in extreme cold temperatures?

Designer B heaters have a safety feature that will shut off the heater in the following.

If the oil in capillary bulb gets too hot it expands the pressure in the bulb shutting down the heater.

Solution: Let the internal temperature of the heater to decrease allowing the hi limit reset button to be pressed to enable the heater to be turned on again.

(See page 4 for more information on the High limit Reset)

If the temperature inside the sauna is too cold, the oil pressure in the capillary bulb gets to low and will trip the high limit switch and will not allow the heater to reset in temperatures below 0°C (32°F).

Solution: The safety feature will allow the hi limit to be reset around 20°C (68°F)

You will need to get the inside temperature of the sauna to this temperature to allow the oil pressure to return to normal and be able to reset the high limit.

You can do this by trying any of the following.

- placing a small heater in sauna
- Using a blow-dryer or something similar to warm up the capillary bulb. (see pic)
- You may also be able to just use your hands to warm up the area of the capillary bulb enough to be able to reset the high limit.

The Capillary Bulb Housing is located at the top back of the heater.

