

WARRANTY CONDITIONS FOR SAUNUM SAUNAS

Warranty Period

The warranty is valid for a period of 2 years from the date of purchase. Warranty is only valid if the sauna's foundation has been constructed correctly according to the guidelines provided. Improperly constructed foundations will void this warranty.

Coverage

The warranty covers defects in materials and workmanship of the wooden interior, cladding, bench, wooden frame of the sauna, and the roof covering material.

Interior Elements

The warranty covers defects in wooden interior cladding and benches, provided the sauna has been used under normal conditions (not for commercial usage) and received proper maintenance as per manufacturer's guidelines. This warranty does not include changes in wood color, texture, or slight warping, which are natural characteristics of wood, including window frames.

Structural Integrity

The wooden frame of the sauna is warranted against defects in workmanship and materials. This does not include minor cosmetic issues which do not affect the performance of the sauna.

Roof Covering

Protan, the roof covering material, is warranted against leaks due to material manufacturing and workmanship defects. Mechanical damage to the roof covering material will not be covered under warranty.

Exclusions

This warranty does not cover any damage or defects resulting from:

- Normal wear and tear
- Lack of maintenance as per instructions
- Alteration, misuse, or abuse

- Man-made injuries or damage caused by accidents, pests, natural disasters, or any other external forces
- Transportation damages

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- Issues arising from failure to perform maintenance as per provided instructions.
- Damage to external painted wooden cladding due to lack of maintenance.
- Water damage if a rainwater system is not installed or if it is improperly installed.
- The heater unit is excluded from this warranty (sold separately).
 - The warranty is only valid if the heater is installed in strict accordance with the manufacturer's instructions.
 - Improper installation will result in voiding of this warranty.
 - It is crucial to adhere to all safety distances around the sauna heater as per manufacturer requirements.
 - Failure to keep a safe distance can lead to safety hazards and invalidate this warranty.
- The manufacturer's warranty will be voided if any modifications are made to the sauna.

Claims Process

To file a claim under this warranty, the original purchaser must contact customer service with proof of purchase and a detailed description/photos of the defect within the warranty period. The manufacturer reserves the right to inspect the defect before honoring any warranty claim.