



FREQUENTLY ASKED QUESTIONS

HOW SOON WILL MY SAUNA BE SHIPPED AFTER PURCHASE?

In-stock products will be shipped the next business day following order placement. Orders placed on the weekend will be shipped on Monday or the next business day. We try to keep all products in stock however we may not have a stock of some items due to demand.

HOW DOES AN INFRARED SAUNA WORK?

Infrared heaters in the sauna emit FAR Infrared heat which is a narrow band of energy within the 5.6 to 15-micron level. This type of energy closely resembles the natural human spectrum so the body tissue easily absorbs it. The body reacts by profusely sweating, which has many health benefits including detoxification, improved blood flow, circulation and weight loss.

DO SUNRAY SAUNAS EMIT EMF?

SunRay, unlike many manufacturers, does not use wires to conduct FAR Infrared heat, rather we apply the perfect thickness of ultra-conductive carbon to an epoxy resin panel activated by positive and negative copper strips on either side. The epoxy resin panel is then laminated which results in ultra-low EMF levels safe for continuous use.

HOW IS THE SAUNA PACKAGED?

SunRay Saunas contain wooden panels that are pre-packaged in cardboard boxes and then placed on a wooden pallet to ensure the sauna arrives without damage. The cardboard boxes can be removed from the pallet and will fit through any door size 24" or greater.

HOW LONG DOES IT TAKE TO ASSEMBLE THE SAUNA?

Most sauna models take about an hour to assemble. Two people are required. For more information on the assembly of the unit please see the assembly instructions.

ARE THERE ANY SPECIAL TOOLS REQUIRED TO ASSEMBLE THE SAUNA?

No, the only tool you need to assemble the sauna is a phillips head screwdriver or drill with a phillips head bit.

WHAT VOLTAGE DOES MY SAUNA REQUIRE?

All SunRay saunas use UL-listed plugs and operate on 110V. Some larger saunas require a non-standard 20-amp plug and require a 20-amp circuit.

CAN I PLACE THE SAUNA ON THE SECOND FLOOR?

Most saunas weigh between 300-400lbs, so yes you can place a sauna on the second floor.

CAN I USE THE SAUNA OUTDOORS?

All SunRay saunas except the outdoor models must be used indoors. They are not suitable for outdoor use. Outdoor saunas require that the cover be placed on them while not in use.

HOW DO I CLEAN THE SAUNA?

First, unplug the sauna and make sure it is cool before cleaning. To clean the wooden interior of your sauna mix 3 teaspoons of baking soda into a gallon of warm water. Use a towel to wipe down the interior with the baking soda and water mixture. Then wipe the sauna down with a wet towel and let dry. The glass in your sauna can be cleaned with glass cleaner. If you have an outdoor sauna, use a standard garden hose on a low/mist setting to wash out the interior. Make sure to leave the door open so the sauna can dry.

HOW OFTEN DO I NEED TO CLEAN THE SAUNA?

The sauna should be cleaned every 6 months or at your discretion if you are using it regularly. Using a towel to sit on while in the sauna will capture a lot of the sweat and thereby reduce the frequency of cleaning the sauna.