

Important!

Identification number of the Product / **Serial Number**

Must be accompanied by the serial number to identify the product.

WARRANTY

1. General warranty conditions

- 1.1. The warranty period for your Product is two years. The warranty period begins as soon as the Product is delivered to the Buyer and all accompanying documents have been signed. Installation instructions must be strictly followed in order for the warranty to be valid. Any changes to the Product or parts thereof must be coordinated with the Seller in advance.
- 1.2. A warranty extension or a new warranty period are not granted by repairing or replacing a product within the warranty period. The warranty on replacements and repairs expires at the end of the warranty period.
- 1.3. A warranty incident can be defined as a fault in the structure of the Product or a defect in and/or missing component in which case the seller should be notified immediately of any deficiencies, but at the latest within five working days from the date of delivery of the goods. The complaint must be accompanied by one or more photos, a description of the deficiency, the order number (if applicable), and the serial number.
- 1.4. The Seller shall not be liable to the Buyer or any third parties for any additional damages resulting from the defective product.
- 1.5. In case of doubt, the Seller reserves the right to process the case in a time period suitable for him and to involve experts of his choice in order to find out:
 - Is the product installed in accordance with the instructions provided,
 - Whether the warranty obligation is excluded under any of the circumstances listed under point 2.
- 1.6. Sellers may seek compensation if they incur costs in responding to an unjustified complaint from Buyers.

2. THE FOLLOWING IS NOT COVERED BY WARRANTY

- 2.1. Damage caused by improper storage after delivery to the Buyer (exposed to weather conditions, in contact with the ground, or in heated rooms) or damage caused during transportation and installation. In the event of damage during transport (if delivered to the Buyer's home or another address), it is the Buyer's responsibility to report it, which can be done before accepting the goods (i.e. before unloading them from the vehicle) by taking a photo, which the Seller will receive.
- 2.2. Errors made during installation:
 - During installation, the installation instructions were ignored;
 - While installing the Product, weather conditions (strong wind, snow, ice or rain) that could harm the Product were not considered;
 - Subframes are not square and level;
 - There is no moisture barrier between the foundation and the structure;
 - **Wood preservative has not been applied to the entire Product immediately after installation, including the doors and windows, which should have been treated both sides**

(to prevent discoloration, bending, and expanding). When choosing wood preservatives, an expert/paint seller should be consulted;

- in terms of ensuring the durability of the Product, it has not been sufficiently protected against weather conditions, e.g. by means of roofing covering strips and fastening strips, anchors, storm strips or other means, even if the listed accessories are not included in the Product set;
- not installing or incorrect installation of parts supplied with the Product (arches of the roof, chimney rubber, etc.).

2.3. Peculiarities of wood as a natural material:

- 2.3.1. expanding, shrinking, differences in color and twisting and bending of elements, none of which hamper the installation of the Product;
- 2.3.2. intact/ingrown knots in elements of the Product which do not harm its stability;
- 2.3.3. unplanned areas, dull areas or areas where knots have fallen out in roof or floor boards of the Product, if the boards can be installed so that these defects remain hidden after final finishing (e.g. by rotating the boards);
- 2.3.4. small fissures or cracks in the Product, formed as a result of drying, which have not penetrated through and do not hamper the stability of the Product's structure;
- 2.3.5. dimensional variations of wooden components within a range of a few millimeters;
- 2.3.6. resin formation in elements of the Product;
- 2.3.7. normal wear and tear of the Product (e.g. signs of wear on floor boards or the doorsill);
- 2.3.8. glazed units/glass panes mechanically damaged, broken or thermally broken, after the initial use of the product
- 2.3.9. Natural phenomena (such as condensation);
- 2.3.10. Unforeseeable damage (e.g. vandalism, flooding, storms, tornadoes, etc.).

2.4. For product parts damaged by frost (e.g. hoses, pipes, faucets, etc.) that were not completely drained of water before the onset of sub-zero temperatures.

3. The following cases will result in the Buyer losing their warranty rights:

- 3.1. Following delivery and acceptance of the Product and in all cases before installation, the Buyer fails to verify quantity, completeness, and quality of the Product;
- 3.2. Defective elements have already been installed or painted, but the defect would have been obvious during inspection;
- 3.3. Incorrect or incomplete data is presented by the Buyer to the Seller regarding the Product or warranty incident, or documents proving the purchase are not provided.

Product installation instructions

- When building a wooden product, its high-quality and precise installation is important, so that the wood is protected and its durability is guaranteed.
- As an organic material, wood needs regular maintenance to preserve its properties for longer.
- Handle product details with care during installation.
- Do not scratch the surface of the wood or let the boards rub against each other.
- Thermally treated wood has a characteristic smell that diminishes over time, but does not completely disappear. In a sauna, the smell weakens faster if it is heated for a long time and aired at the same time. The smell is softened by treating the wood with a suitable wood oil or wood care product. Do not wash untreated thermal wood with water, as this will make the smell stronger.
- Read the installation and user manuals of the product and the installation manuals of all the devices used.

- Make sure that the wooden materials are not constantly exposed to water during and after installation. The base surface of the product must be suitable for light construction outer building, with sufficient bearing capacity and sufficiently stable.
- The product must be installed on a pre-made foundation that is level - this ensures trouble-free operation of doors and windows.
- Immediately after installing the product, check the mobility of the windows and doors, if necessary, adjust and lubricate with suitable lubricants.
 - In the future, regularly check the condition of window and door hinges and locks. If necessary, tighten the hinge bolts, adjust the locking and use suitable lubricants.
- All electrical and plumbing work must be carried out by a qualified specialist (including the installation of an electric heater).
- It is **mandatory** to treat the wooden parts of the product with a wood preservative immediately after setting up the product (see also point 2 of the Warranty conditions) in order to protect the wood from moisture and other circumstances affecting the wood. Special wood protection products for wooden products (including saunas) are available in a well-stocked hardware store. The manufacturer is not responsible for products that are damaged due to non-treatment with a wood preservative or incorrect installation!
 - If the product comes with wooden skirting boards that can be attached to the edges of the roof, they must be finished and installed immediately after the product is erected.
- Protective products improve the wood's resistance to dirt and moisture, make it easier to clean and make the appearance more beautiful. We recommend finishing the product with a wood preservative at least once a year or more often, it significantly extends the life of the product.
- A few times a year or as needed, check and adjust the condition of the product's wicks, tighten or loosen if necessary.

Additional advice on SAUNA INSTALLATION AND MAINTENANCE

Installation of the heater and heater stones

- Make sure that the manufacturer's instructions are followed when installing the heater and chimney.
- Wash heater stones before placing them on the heater to remove stone dust and any manufacturing chemicals.
- Install the heater stones according to the manufacturer's instructions and make sure that the heating elements are not visible, as pouring water directly on them can shorten their life.
- Do not use the sauna during the first heating.
- The first heating must take place under supervision for two hours to a temperature of about 100°C. The sauna must be well ventilated both during and after heating. Due to the heat, the wood absorbs the finishing materials and a protective layer is formed from them.

During use

- If there is a water tank, fill the water tank with water. If the water in the water tank boils, some of it can be drained out for washing and replaced by cold water in the tank.
- For a wood heater, use dry firewood up to 30 cm long.
- When making a fire, keep the ash door slightly open - air can move better. When the wood has caught fire, close the ash pit.
- Throw steam water only on the heater, not on the walls or the sauna bench.
- Do not wear swimwear in the sauna, because the water dripping from them will damage the sauna bench.
- To keep the sauna bench fresh, we recommend using seating pads - this way it is more comfortable to sit on a hot bench.
- Check the heater stones as they can crack over time. Stones can be replaced or added if necessary.

After each use

- Wipe the sauna bench with a clean damp cloth. Do not use running water to clean the bench and make sure that there are no puddles on the wooden surface.
- Use suitable cleaning products for cleaning the sauna bench and other wooden parts.
- After cleaning the sauna, let the surfaces dry and ensure that the room is well ventilated. We recommend leaving the heater on for at least half an hour, with the vent open and the door and windows closed at the same time.

At least once a year

- Treat the wooden surfaces of the sauna with a suitable product. If the sauna is used often, the surfaces should be treated more often.
- Clean all seating surfaces, walls and ceilings with a soft brush or cloth and a special cleaning agent, following the instructions provided.
- For heavier stains and dirt, first clean the sauna bench with fine sandpaper and then treat the sanded surface with a wood preservative.
- Do not use paints or varnishes, because the wood must be able to breathe.
- Avoid using cleaning products unsuitable for the sauna. For example, disinfectants bleach wood and can damage its surface.
- Check the mounting of benches and supports. If necessary, overtighten the screws - they can loosen over time as the wood changes with heat and moisture.

What to avoid?

- Do not dry textile items in the sauna, as this can be a fire hazard. Excessive moisture can also damage the surface of the wood.
- Avoid heating the sauna above the maximum temperature specified by the heater manufacturer. Excessive heat can create a fire hazard and the wood can also start to warp.
- Do not use a pressure washer or running water to clean the sauna, because excessive moisture can permanently damage the structure and surface of the wood.

How does the wood used in the sauna change?

- Wood is a natural material and changes in temperature can cause its surface to crack or warp.
- Given the extreme temperature and humidity fluctuations that occur in saunas over a short period of time, such changes in wood are normal.
- The risk of deformation depends on the material and its intensity of use, and the changes are more visible in the case of wider boards.
- Wood materials in the area most exposed to hot steam may darken over time.