



WARRANTY

1. GENERAL WARRANTY CONDITIONS

1.1. The Product is covered by a two-year warranty, starting from the date of delivery and completion of all required documentation. Installation must strictly follow the provided instructions for the warranty to remain valid. Any modifications to the Product or its components must be approved by the Seller in advance.

1.2. Repairs or replacements carried out during the warranty period do not extend or renew the original warranty. All repaired or replaced parts remain covered only until the original warranty expires.

1.3. A warranty claim applies to structural faults, defects, or missing components. The Buyer must notify the Seller immediately, and no later than five working days after delivery. Claims must include photos, a description of the issue, and where applicable, the order and serial numbers.

1.4. The Seller is not liable for any indirect or consequential damages caused by a defective Product.

1.5. The Seller reserves the right to investigate claims within a reasonable timeframe and may appoint independent experts to determine:

- Whether the Product was installed according to instructions;
- Whether any warranty exclusions apply (see Section 2).

1.6. The Seller may charge the Buyer for costs incurred in handling unjustified claims.

2. EXCLUSIONS FROM WARRANTY

THE WARRANTY DOES NOT COVER:

2.1. Damage caused by improper storage after delivery (e.g. exposure to weather, ground contact, heated environments), or damage during transport or installation. Any transport damage must be reported before accepting delivery, supported by photographic evidence.

2.2. Installation errors, including:

- Failure to follow installation instructions;
- Installation in unsuitable weather conditions (e.g. strong wind, rain, snow, ice);
- Uneven or unstable subframes;
- Missing moisture barrier between foundation and structure;
- Failure to treat all wooden components (including doors and windows on both sides) immediately after installation;
- Insufficient protection against weather (e.g. lack of roofing strips, anchors, storm protection);
- Missing or incorrectly installed components (e.g. roof arches, chimney seals).

2.3. Natural characteristics of wood, including:

- Expansion, shrinkage, colour variation, warping or bending that does not affect usability;
- Knots that do not compromise structural integrity;
- Minor surface imperfections that can be concealed during installation;
- Small cracks from drying that do not affect stability;
- Minor dimensional tolerances;
- Resin formation;
- Normal wear and tear (e.g. flooring or thresholds);
- Damage to glass after initial use;
- Natural effects such as condensation;



- External events such as vandalism, flooding, or extreme weather.

2.4. Frost damage to components (e.g. pipes, hoses, taps) not properly drained before freezing temperatures.

3. LOSS OF WARRANTY RIGHTS

THE WARRANTY BECOMES VOID IF:

- 3.1. The Buyer fails to inspect the Product for quantity, completeness, and quality before installation.
 - 3.2. Defective parts are installed or treated despite visible defects at the time of inspection.
 - 3.3. Incorrect or incomplete information is provided when submitting a claim, or proof of purchase is not supplied.
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IMPORTANT

The Product's identification/serial number must be provided for all warranty claims.

PRODUCT INSTALLATION INSTRUCTIONS

- Proper and precise installation is essential to ensure durability and protect the wood.
 - Wood is a natural material and requires regular maintenance.
 - Handle all components carefully to avoid damage.
 - Avoid scratching surfaces or allowing boards to rub together.
 - Thermally treated wood may have a natural odour that reduces over time. This can be minimised through ventilation and treatment with appropriate wood care products. Do not wash untreated thermal wood with water.
 - Always follow all product and equipment manuals.
 - Prevent prolonged exposure of wood to moisture during and after installation.
 - Install the Product on a stable, level foundation suitable for light structures.
 - After installation, check and adjust doors and windows, and lubricate moving parts as needed.
 - Regularly inspect and maintain hinges, locks, and fittings.
 - Electrical and plumbing work must be carried out by qualified professionals.
 - All wooden parts must be treated immediately after installation with a suitable preservative. Failure to do so voids the warranty.
 - Protective treatments should be reapplied at least annually to extend the Product's lifespan.
 - Periodically check and adjust structural elements such as tension rods or fixings.
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ADDITIONAL SAUNA INSTALLATION & MAINTENANCE

HEATER INSTALLATION

- Follow the heater and chimney manufacturer's instructions.
- Wash heater stones before use.
- Install stones correctly, ensuring heating elements are not exposed.
- Do not use the sauna during the first heating cycle.
- Perform the first heating under supervision for approximately two hours at around 100°C, ensuring proper ventilation.



DURING USE

- Keep water tanks filled where applicable.
- Use dry firewood (max. 30 cm).
- Maintain proper airflow when lighting the fire.
- Pour water only on the heater stones, not on wood surfaces.
- Avoid wearing wet clothing in the sauna.
- Use seating pads to protect benches.
- Check and replace heater stones as needed.

AFTER EACH USE

- Wipe benches with a damp cloth (avoid excess water).
- Use appropriate cleaning products.
- Ensure proper drying and ventilation after use.

ANNUAL MAINTENANCE

- Treat wood surfaces with suitable products (more frequently if heavily used).
- Clean all surfaces with appropriate tools and cleaners.
- Sand and retreat surfaces if heavily soiled.
- Do not use paints or varnishes that prevent the wood from breathing.
- Avoid harsh or unsuitable cleaning chemicals.
- Check and tighten fittings as needed.

IMPORTANT USAGE GUIDELINES

AVOID:

- Drying textiles inside the sauna;
- Exceeding recommended temperatures;
- Using pressure washers or excessive water.

NATURAL WOOD BEHAVIOUR

- Wood may crack, warp, or darken over time due to heat and humidity.
- These changes are natural and do not indicate defects.
- Wider boards may show more visible changes.