

WARRANTY POLICY

1. General

Products manufactured, ordered and marketed by Sauna360 Oy (the manufacturer) are covered by the warranty conditions provided here. The manufacturer guarantees the quality and operation of their products for the duration of the warranty period.

For the warranty to be valid, the buyer must follow the manufacturer's instructions regarding the placement, installation, usage and maintenance of the products, as well as instructions regarding the qualities of the heater stones.

This warranty applies to products sold and used within the EU.

2. Warranty for electric heaters, control panels and steam generators

The warranty for sauna heaters and control panels is valid for home use for **24 months** from the date of original purchase of the product, or from the date you moved into a new-build property in which the product has been installed, whichever is later. The equivalent warranty period for sauna heaters and control panels intended for home use but installed in public or commercial saunas is **3 months** (e.g. communal saunas in flat complexes, hotels, leisure centres, gyms).

2.a The warranty for heaters and their control panels used in **public and commercial saunas** is **12 months**. Heating elements are covered by a **three-month warranty**.

2.b **Steam generators**, including the heating elements, installed in **private saunas** are covered by a **24-month warranty**. The warranty for steam generators is subject to compliance with clause 2.3. Steam generators installed in public and commercial saunas are covered by a **12-month warranty**, while the heating elements are covered by a **three-month warranty** (e.g. communal saunas in flat complexes, hotels, leisure centres, gyms). The warranty for steam generators is subject to compliance with clause 2.3.

The warranty for electric heaters is only valid if:

- 2.1 Sauna stones of private sauna heaters are rearranged at least once a year and all weathered stones are replaced. Proof/receipt of the replacement must be produced when submitting a complaint.
- 2.2. The sauna stones in heaters in public places/for commercial use are rearranged at least three times a year during the warranty period. All sauna stones must be replaced at least once a year. Proof of the replacement must be produced when submitting a complaint.
- 2.3 If the heater has a steam generator or if the steam generator is a standalone appliance, the steam generator must be emptied after every use. Water softening and limescale removal must be carried out according to the instructions for use.
- 2.4 If the heater is integrated in to the sauna benches, the bench model must allow lifting of the lower bench and its frame without tools. The warranty does not cover the dismantling and reassembly of sauna benches.
- 2.5 The warranty is valid only when products are used with Helo-control panels. The sales receipt for the product, proof of purchase of a new-build, or equivalent can be used as proof of warranty.

Ceramic heater stones must not be used unless otherwise stated in the instructions for use. If they have been used, the warranty is void. Using a mixture of stone discs and ceramic stones in sauna heaters installed in commercial and public saunas does not limit the warranty

3. Warranty for wood heated heaters, sauna cauldrons and flues

The warranty for products used in private saunas is valid for 24 months from the date of original purchase. A sales receipt from the supplier serves as proof of warranty. The fuel used in these heaters must be wood, and only clean potable water can be thrown on the stones. Stones in the heaters must be arranged according to sections 2.1 and 2.2. Proof of the replacement must be produced when submitting a complaint. The equivalent warranty period in public and communal saunas is **three months** (e.g. campsites, holiday resorts, rented public saunas and similar facilities).

4. Other products sold and marketed by Helo

The warranty for products used in private saunas is valid for 24 months from the date of original purchase. For any other uses this warranty is valid for 3 months.

5. Replacement parts guarantee

In private use, the replacement parts guarantee is valid for **12 months** from the date of purchase. In public and commercial use, this warranty is valid for **3 months**. The replacement part must be installed by a maintenance technician authorised by the manufacturer. The manufacturer will not cover costs for the removal of the faulty part and the installation of the replacement part. The faulty part must be returned at the manufacturer's request and at their expense. A sales receipt from the supplier or a certificate from an authorised installer will serve as proof of warranty.

6. Warranty according to the Electrical Contractors' Association of Finland (STUL)

STUL warranty applies to electric heaters, control panels and steam generators upon specific prior agreement. In such instances, STUL warranty terms will be added to these warranty terms. When the use of STUL warranty terms has been agreed on, they supersede these terms in case of discrepancy.

7. Limitations to warranty

The buyer must take good care of the product. When receiving the product, the buyer must inspect it for damage caused during transport and storage. Any damage must be reported to the supplier or the delivery company immediately.

The manufacturer is not responsible for any issues, malfunction or defect that are the result of transportation or incorrect storage, installation or use not in accordance with the manufacturer's recommendations, neglect of maintenance, or the placement of product in conditions that do not meet the manufacturer's recommendations.

8. Reporting a fault

The buyer must report any faults or malfunction of the product immediately and within 14 days of their appearance.

The report can be made to the manufacturer, the supplier, or an installation company authorised by the manufacturer.

Warranty claims must be made no later than 14 days after the warranty period for the product has expired.

9. Warranty claims and manufacturer action – continuation of warranty

The importer/supplier will either repair or replace the faulty product based on a justified warranty report. The product will be repaired or replaced at the importer's/supplier's expense. The manufacturer reserves the right to use the most cost effective option. The warranty for replacement parts has been defined above in clause 5. Warranty cover for replaced parts is provided as per section 5 on replacement parts. The warranty for a repaired product remains otherwise unchanged. The manufacturer will not compensate any cost the buyer incurs due to a faulty or malfunctioning product, including loss of business or any other direct or indirect harm.

10. Countries outside of the EU and EEA

An equivalent warranty is valid for 24 months in accordance with the provisions of this warranty.

The manufacturer will not compensate any cost the buyer incurs due to a faulty or malfunctioning product, including loss of business or any other direct or indirect harm.