

WARRANTY POLICY

Your sauna heater has been meticulously engineered and crafted to meet the highest quality standards. To ensure your complete satisfaction, this warranty is provided under the following terms and conditions:

(1) WARRANTY COVERAGE:

The sauna heater is warranted to be free from defects in materials and/or workmanship under normal use, as specified in the product's instructions, for a period of ten (10) years from the date of purchase. This warranty applies only to the original owner (end-user) and is valid only at the original installation site.

(2) LIMITED WARRANTY:

The Ten (10) Year Limited Warranty applies exclusively to the heater unit. It specifically excludes the following components, which are covered by their respective manufacturers' warranties: the gas valve, pilot generator, heating element, timer switch, sauna controller, transformer, thermostat, and high limit. This warranty does not apply to units installed in commercial locations such as clubs, condominiums, apartments, spas, or military facilities. For commercial installations, a one (1) year warranty is provided.

(3) FIRST YEAR COVERAGE:

During the first year of ownership, any parts found to be inoperative due to defects in materials or workmanship will, at the manufacturer's discretion, be repaired or replaced at no cost to the customer, except for freight and crating charges.

(4) SECOND TO TENTH YEAR COVERAGE:

From the second year through the tenth year, parts found to be inoperative due to defects in materials or workmanship will, at the manufacturer's discretion, be repaired or replaced. This coverage applies only to the original owner (end-user) and only at the original installation site. Excluded parts include the gas valve, pilot generator, sauna controller, transformer, heating element, timer switch, thermostat, and high limit.

(5) WARRANTY VOID CONDITIONS:

This warranty becomes null and void if:

- The unit is rented or used for rental purposes.
- The unit is installed in any mobile or prefabricated rental room.
- The original purchaser is a corporation, and the president of said corporation is not registered as the original owner.
- The unit is installed by an unlicensed party in the city or county where the installation occurs.
- The unit is disassembled, tampered with, or altered in any way by any individual or company.

(6) WARRANTY LIMITATIONS:

The manufacturer reserves the right to substitute new equipment or parts for any replacements under this warranty but is not obligated to do so. This warranty is solely for the benefit of the original owner (end-user) and no one else, provided that the installation and operating instructions provided with the unit are followed. These instructions are incorporated into this warranty by reference and are available upon request.

This warranty does not cover damages resulting from neglect, alteration, abuse, misuse, accident, flood, fire, or other acts of force majeure. The manufacturer assumes no liability for damages caused by the improper use or misuse of the unit. The purchaser or user agrees to assume all liability for the consequences of such use or misuse.

NO OTHER WARRANTIES:

This warranty is expressly in lieu of all other warranties, express or implied, including but not limited to warranties of merchantability or fitness for a particular purpose. The manufacturer assumes no liability beyond the terms explicitly stated in this warranty.

(7) WARRANTY CLAIM PROCESS:

To obtain the benefits of this warranty, the inoperative parts or the complete heater must be sent to the manufacturer, with all shipping and crating charges prepaid by the customer. Repaired or replaced parts or heaters will be returned freight collect.

(8) WARRANTY VALIDATION:

To validate and activate this warranty, the original owner (end-user) must register their product online by selecting "Register Product" and providing a valid receipt of purchase. Warranty registration must be completed within ninety (90) days of purchase. Failure to register the product within this period will void the warranty.

TO REGISTER YOUR PRODUCT AND VALIDATE YOUR WARRANTY, VISIT:

- Canadian clients: Visit <https://thegassaunacompany.ca/register-your-product/>
- U.S. and International clients: Visit <https://thegassaunacompany.com/register-your-product/>

CONTACT INFORMATION:

For warranty claims or assistance, please contact:

Phone: +1 (888) 651-4838

Email: Support@TheGasSaunaCompany.com

This warranty is valid only if the heater is purchased directly from The Gas Sauna Company or an authorized dealer.