

Finnleo Sauna and Steam 5 Year Limited Warranty

Finnleo Sauna and Steam from here after will be referred to as Finnleo. Finnleo warrants Finnleo Sauna Heaters and Steam Generators (warranted products) against malfunction or defects in materials or workmanship for the period of time and in accordance with the conditions set forth below:

* This warranty applies only when the product is installed according to *Finnleo's* printed instructions, properly maintained, and not subjected to misuse or abuse.

Five Year Heater and Generator Warranty Residential Use:

Finnleo or its authorized representative will provide parts to replace manufacturing or workmanship defects for a period of five years from the date of purchase. *On heaters with built-in controls, the timer and thermostat are covered under the "One Year Control Warranty"*. Also, for residential installation of sauna heaters and steam generators in the United States, *Finnleo* will provide reasonable pre-approved onsite labor to replace defective parts for a period of two years from the date of purchase and an additional three years of labor if the product is returned to *Finnleo* for repair.

One Year Heater and Generator Warranty Commercial Use:

Finnleo or its authorized representative will provide parts to replace manufacturing or workmanship defects for a period of one year from the date of purchase. Also, for commercial installations of sauna heaters and steam generators in the United States, *Finnleo* will provide reasonable pre-approved onsite labor or factory labor if the product is returned to *Finnleo* for repair to replace defective parts for a period of one year from the date of purchase. Commercial situations include but are not limited to: clubs, apartment complexes, health spas, public facilities, and military installations.

One Year Control Warranty: *Finnleo* or its authorized representative will provide parts to replace manufacturing or workmanship defects for a period of one year from the date of purchase. Also, for controls used in the United States, *Finnleo* will provide reasonable pre-approved onsite labor or factory labor if the product is returned to *Finnleo* for repair to replace defective parts for a period of one year from the date of purchase.

One Year Sauna Room, Wood Components, Acrylic Steam Room, & Steam Suite Warranty:

Finnleo will provide parts to replace those with manufacturing or workmanship defects for a period of one year from the date of purchase. Since the wood used in saunas has been kiln dried, a certain amount of expansion and contraction occurs in the wood in a sauna environment. This may result in minor cracks, which is considered normal and not covered under any warranty.

Warranty Labor: *All warranty labor must be pre-approved with a Work Authorization Number provided by Finnleo prior to work being performed.* Only authorized *Finnleo* representatives may perform the work. Any charges for parts or labor incurred before receiving approval by *Finnleo* shall not apply.

Return Procedure and Authorization Number:

A returned goods authorization number (RGA#) supplied by a *Finnleo* representative must accompany all returned items. Items returned without an RGA # may not be repaired or replaced. In the event of a malfunction or defect covered under the terms of this warranty, contact *Finnleo* by calling toll-free 1-800-346-6536 or by writing *Finnleo*, 575 East Cokato St., Cokato, MN 55321. Warranty covers the cost of all replacement parts, and the related freight costs from Cokato, MN. Defective components must be returned to *Finnleo* upon request.

Warranty Disclaimers: This warranty is void if alterations have been made in the physical construction of the product. Alterations include but are not limited to, changing any electrical component, any electrical conversions, adding additional time or temperature devices, or using these products with non-*Finnleo* components such as unauthorized rocks. The steam generator warranty is void if connected to a water system with high mineral content. The sauna heater and or control warranty is void if installed in a sauna room with a shower. The use of swimming pool or spa water on sauna heaters will void the warranty.

Finnleo shall not be liable for loss of use of the *Finnleo* sauna or steam bath or other incidental or consequential costs, expenses or damages. Any implied warranty shall have duration equal to the duration of the applicable warranty stated above. Under no circumstances shall *Finnleo* or any of its representatives be held liable for injury to any person or damage to any property, however it might arise.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

Customer Service: For warranty assistance or technical questions, please contact the authorized *Finnleo* dealer in your area. If you do not know who your local dealer is, contact *Finnleo's* National Service Center at the following address or call toll-free 1-800-346-6536. *Finnleo*, 575 East Cokato Street, Cokato, MN 55321.