

Warranty

Sun Stream Infrared Saunas Australia and Sun Stream Infrared Saunas New Zealand offers the following comprehensive warranty to the original purchaser.

Indoor residential use:

- Lifetime replacement warranty for defective carbon heater panels
- Lifetime replacement warranty for electronic control system components
- Lifetime replacement warranty on sauna cabin for major deformations or breakage due to manufacturer's defects
- Lifetime replacement warranty on stereo components
- Lifetime replacement warranty on lighting system components
- Labour on sauna cabin and factory installed components 10-years

Outdoor residential use:

- Lifetime replacement warranty for defective carbon heater panels
- Lifetime replacement warranty for electronic control system components
- 5-year warranty on the sauna cabin for major deformations or breakage due to manufacturer's defects
- Lifetime replacement warranty on stereo components
- Lifetime replacement warranty on lighting system components
- Labour on sauna cabin and factory installed components 10-years
- Water resistant cover: 7-year warranty | Australian made and designed for Sun Stream Saunas*

Commercial use:

- 5-year warranty for defective carbon heater panels
- 5-year warranty for electronic control system components
- 5-year warranty on the sauna cabin for major deformations or breakage due to manufacturer's defects
- 5-year warranty on stereo components
- 5-year warranty on lighting system components
- Labour on sana cabin and factory installed components 5-years
- Water resistant cover: 7-year warranty | Australian made and designed for Sun Stream Saunas*

* Warranty extends to outdoor use with the following conditions:

1. The sauna must be protected at all times by our Australian made Sun Stream waterproof cover.
2. The sauna must be located on a flat, level, hard surface, with full protection from direct rainfall.

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For the specified warranty period, Sun Stream infrared saunas Australia and New Zealand, will repair or replace parts as required in accordance with the terms, conditions, limitations and exclusions as set forth below.

Replacement parts:

Sun Stream Saunas warrants its products to be free of manufacturer's defects in materials and workmanship. Parts which become defective, heater panels, power supply, control panels, electrical wiring and audio system will be replaced or repaired by Sun Stream Saunas, except for damage due to negligence, abuse, misuse, misapplication, unauthorised modifications or improper installation.

Labour warranty on sauna cabin and factory installed components:

All factory installed components including the cabin are covered by our labour warranty for the specified warranty period. However Sun Stream Saunas will not be responsible for labour costs associated with the general maintenance of the product or any non-factory installed components. Our labour warranty is provided for Australia and New Zealand clients only. All labour costs incurred for products sold outside Australia and New Zealand, will be the responsibility of the owner.

Shipping costs of defective parts:

Defective parts will be either repaired or replaced, and returned to the purchaser with freight paid by Sun Stream Saunas.

Parts claimed to be defective, maybe requested to be shipped with freight prepaid by the purchaser, to Sun Stream Saunas. Once the defective parts are received, Sun Stream Saunas will reimburse the shipping costs to the purchaser. Our shipping of defective parts warranty is provided for Australia and New Zealand clients only. All shipping costs incurred for products sold outside Australia and New Zealand, will be the responsibility of the owner.

Warranty transfer:

This warranty is issued to the original purchaser and is not automatically transferable. A new owner may apply for a Warranty Transfer, which allows continued coverage under the remaining warranty period.

Transfer requirements & fee:

- Proof of original purchase.
- Confirmation the sauna has been installed and maintained in accordance with Sun Stream guidelines.
- A one-off fee of \$250 applies.

What the transfer includes:

- Ownership verification and warranty reassignment.
- Continued access to lifetime component coverage.
- Ongoing customer support from Sun Stream Saunas.

Sun Stream Saunas reserves the right to approve or decline any transfer request at its discretion.

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Warranty limitations and exclusions:

The warranty period begins on the date of purchase by the user.

All warranty labour must be performed by Sun Stream Saunas; it's designated representative or another agent approved by the company. Any unauthorised repairs or labour costs incurred, will be the responsibility of the owner.

This warranty shall not apply to any claims arising from the modification of the product, misuse, neglect, accident, abuse, improper installation, including but not limited to exposure to fire, excessive heat or other hazards of nature.

For saunas placed outside, the warranty does not cover damage caused by rain, snow deposits, trees, plants, shrubs or damage caused due to improper installation on an unlevel surface lacking adequate drainage.

Under no circumstances will Sun Stream Saunas be liable for any special or consequential damages arising from the use of the product, components and the parts attached, or installed with it. Nor will Sun Stream Saunas be liable for injury to any person or any claims for damages arising from the use, installation or servicing of the product.

Policy:

Sun Stream Saunas is committed to treating our customers honestly, responsibly and fairly. We agree to comply with the fair trading and consumer protection laws governing all Australian states and New Zealand. No liability shall accrue to Sun Stream Saunas except as set forth herein.

Warranty servicing information:

Often, any technical issues arising with your sauna are easily resolved or diagnosed with a simple phone call. The great majority of spare parts are plug and play, designed to be easy for you (the owner) to install under our guidance.

For more complex issues, we have a list of independent contractors and electricians we can call on to get your sauna operating again.

To obtain a warranty service, please contact us as below either by phone or email with a description of the problem and proof of purchase:

Sun Stream Saunas Australia Ltd

p: 1800 316 962

e: sales@infraredsaunasau.com.au

Sun Stream Saunas New Zealand Ltd

p: 0800 218 020

e: info@infraredsaunas.co.nz



Australia

www.infraredsaunasau.com.au

info@infraredsaunasau.com.au

1800 316 962

New Zealand

www.infraredsaunas.co.nz

info@infraredsaunas.co.nz

0800 218 020