

Hotwind Sauna Warranty

Please consult with your dealer of purchase and review the owner's manuals and on-line self help resources offered at www.Hotwindsaunusa.com before seeking warranty services. Our knowledge base of troubleshooting tips are available and can answer many of our customer's most frequent questions. If the product is not functioning properly after making use of the above resources, please contact Hotwind Sauna USA.

Lifetime limited warranty on wood, electrical parts, heaters and controllers. One year limited warranty on stereo.

THIS UNIT IS MEANT FOR INDOOR USE ONLY. WARRANTY IS VOIDED IF HOTWIND INFRARED SAUNA IS PLACED IN AN OUTDOOR ENVIRONMENT (WITH THE EXCEPTION OF THE OUTDOOR MODEL).

Limited warranty on Hotwind Sauna USA Infrared Sauna replacement parts. Hotwind Sauna USA warrants its products to be free of defects in material and workmanship. Parts, which become defective within the warranty period, will be repaired except for damage due to negligence, abuse, misuse, misapplication, unauthorized modifications, improper installation, or normal wear and tear. Lifetime shall for the purpose of this warranty be defined a 7 years.

Hotwind Sauna USA will not be responsible for labor incurred in removing, inspecting and reinstalling the warranty parts. Hotwind Sauna USA will not cover any labor costs attributable to disassembly and reassembly of the unit. Hotwind Sauna USA will not be responsible for labor costs of the routine maintenance, adjustments or alterations to the calibration of the electrical devices.

During the first 30 days after purchase, Hotwind Sauna USA will send a call tag to customer for the defective part to be returned, and will send customer a replacement part. During days 31 through 90 after purchase, customer will return at their expense the defective part to us, and we will send customer a replacement part. During days 91 after purchase through the balance of the limited warranty period, customer will pay shipping both ways. During this 91+ day period, customer will be notified of and must remit payment to Hotwind Sauna USA for shipping expense prior to return of replacement product to customer. When sent to Hotwind Sauna USA, the product must be accompanied by the sales receipt or other proof of purchase date, as well as the sender's name, mailing address, daytime telephone number and any other information relating to the sender's claim, including Dealer's name and phone number where sauna purchased. This Warranty applies to Hotwind saunas purchased from Hotwind Sauna USA authorized Dealers.

This warranty is extended only to the original purchaser and terminated upon transfer of ownership. This warranty shall not apply to any product or component used in any industrial, rental, club or commercial purpose. This warranty shall not apply to any claims arising from the misuse, neglect, accident, abuse, improper installation, including but not limited to exposure to fire or to excessive heat, and other hazards of nature. Under no circumstances will Hotwind Sauna USA 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 for injury to any person, any claims for damages arising from the use, installation or servicing of the product. The purchaser must establish, by dated sales slip, invoice or deliver receipt, the date of purchase. All costs for removing and reinstalling the sauna including the freight charges to and from customer shall be at the customer's expense.

Jurisdictional provision: The laws of the State of Illinois control the provisions of this document. By accepting this warranty the buyer subjects itself to the jurisdiction of the laws of the State of Illinois and agrees that place of suit shall be in Piatt County, IL, USA.

Hotwind saunas are a natural wood product. As they are exposed to heating and cooling cycles as well as to humidity, both environmental and human perspiration, the wood will have some minor degree of warping and cracking, as all real wood saunas will. This is natural and does not affect the function of the sauna, and is in no way an indication of poor quality, and is not a warranty issue.

For your record, please complete the following information. You will need to refer to this information when requiring customer service.

Date of Purchase \_\_\_\_\_

Date of Delivery \_\_\_\_\_

Model Number \_\_\_\_\_

(Model number can be found on each packing box, or your sales slip, i.e., SEK-B3)

Serial Number \_\_\_\_\_

(Serial number can be found on each packing box, or label on roof and back panel of sauna, i.e. 12345).

Dealer Name \_\_\_\_\_