

## HOT ROCKS SAUNA HEATER LIMITED WARRANTY

PAGE 1 OF 1

CRG Sauna Systems warrants these products to be free from defects in material and workmanship and agrees to remedy any such defect. This warranty does not apply outside the boundaries of the United States or Canada, or to any product which in our sole opinion has been improperly installed, or subject to willful abuse, misuse, alteration, & shipping damages during the period of coverage. Postage and handling charges of the product to and from CRG for warranty repairs and for any related charges for the installation/removal of these products are NOT included in your warranty. Warranty service can be obtained by sending your product to CRG Sauna Systems (Call 800.536.6858). Warranty repairs must be done only by CRG. Proof of purchase and a serial number of the product will be required before any services are performed.

This limited warranty is void if the heater is used improperly. Chemically treated water, such as spa or pool water must not be poured over the sauna stones. The sauna room must be heated for a minimum of 30 minutes prior to the application of water to the sauna stones. The limited warranty is void if a shower or faucet has been installed in the sauna. Damages resulting from the misuse of the heater will not be covered in the warranty.

This limited warranty is void if the installation and wiring is not performed by a certified electrician or authorized qualified service representative.

A return merchandise authorization number assigned by CRG Sauna Systems is required prior to returning any product for repair. Components returned without a return authorization number will not be repaired or replaced. Call CRG Sauna Systems and ask for the service department. Warranty is non-transferable from original consumer purchaser.

**Warrants for Each Models:** (NOTE: Warranty claim fees apply to individual warranty claim).

**Standard Sauna Heater:** Commercial use has a 1 year warranty first year all parts and labor, from the date of original purchase. (Thermostat, timer, pilot light, and contactor excluded).

**Special Edition & Steam Vaporizer Sauna Heater:** Residential use has a one-year warranty; first year all parts and labor, 2nd year and up has an \$200.00 service charge for repairs of the heating unit only, from the date of original purchase. (Thermostat, timer, pilot light, and contactor excluded) Commercial use has a one year warranty on parts and labor.

**HD Sauna Heater:** Commercial use has a 1 year warranty with steam vaporizer system; first year all parts and labor, a \$300.00 service charge will apply for repairs of the heating unit only, from the original date of purchase. (Thermostat, timer, pilot light, and contactor excluded) Unit without steam vaporizer system has only a one year warranty on parts and labor.

**Controls:** Have a 1 year warranty, except mechanical timers. All mechanical timers have a 60 day warranty.

Any damage or missing parts claims must be made within 48 hours of receiving this product.