

## INFRARED SAUNA HEATER LIMITED WARRANTY

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Thank you for choosing CRG Sauna Systems. We stand behind the quality of our products and are committed to ensuring your satisfaction. This limited warranty outlines the terms of coverage, exclusions, and the steps to request service.

### Warranty Coverage

CRG warrants that its products are free from defects in **materials and workmanship** under normal use. Coverage is as follows:

**Controls** – 1 year parts replacement warranty

**Ceramic Emitters** – 1 year replacement warranty  
(shipping and handling of \$75 per emitter)

### Warranty Exclusions

This warranty **does not cover** the following:

- Improper installation or use
- Damage due to mis-use, abuse, altercation, or water exposure
- Discoloration, splitting, warping or normal wear and tear
- Shipping Damage
- Costs associated with removal, re-installation, or transportation

### Warranty Conditions

To maintain warranty coverage, the following conditions must be met:

- Warranty applies **only to the original purchaser**
- A **return authorization number** (RA#) must be obtained from CRG Sauna Systems before returning any product. Products returned without a RA# will not be serviced.

### Making A Warranty Claim

If you experience a defect covered under this warranty:

#### 1. Report damage or missing parts:

- Claims for missing parts or shipping damage must be made within 48 hours of receiving your product.

#### 2. Contact CRG:

- Contact us at [info@crg.us.com](mailto:info@crg.us.com) to obtain a Return Authorization Number (RA#)

#### 3. Provide required information:

- Proof of purchase and the product's serial number are required.

### IMPORTANT NOTES:

- Warranty repairs must be performed exclusively by CRG.
- Shipping and handling charges for warranty service, as well as any costs related to product removal or re-installation, are not covered under this warranty.

### CONTACT INFORMATION:

For all warranty inquiries or claims, please contact:  
CRG SAUNA SYSTEMS Service Department  
**800 536 6858**

Thank you for trusting CRG to deliver quality and reliability.