INFRARED AND TRADITIONAL SAUNA WARRANTY TERMS FOR END USER

This warranty is only valid for Hekla Saunas ordered from 1 February 2025

- The Manufacturer shall provide a 1 year woodwork warranty with respect to the initial buyer of the Product against any potential manufacturing and material defects, and against rot and incipient decay to the exterior of the Product that would render the Product unusable (does not cover normal surface mould or discolouration that does not affect the structural integrity of the Product).
- 1 year warranty for electronic components, the heaters and the infrared unit.
- The warranty period shall commence as of the delivery of the Product to the buyer. It shall be assumed that the date of delivery of the Product coincides with the date set out on the invoice submitted to the buyer of the Product.
- The warranty shall only be valid if the Product is purchased from the Manufacturer, the Manufacturer's official distributor Superior Wellness, or via the official sales channels, and provided that the buyer adheres to the installation instructions, user manual and maintenance instructions of the Product. Installation instructions are provided with the Product and/or available online.
- This warranty is for indoor use only. If the sauna is placed outdoors, it is void.

The Warranty does not cover

- Public and rental saunas (except upon special agreement)
- Damage caused during the transport of the Product, incorrect storage or the construction thereof (crushing, scratches, soot stains, filler/paint splatter, etc.)
- Damage caused due to the installation of altered (drilled, sawn or disassembled) extra details, incorrectly assembled Products and/or improperly used Products and extra details.
- Natural qualities of the materials used, including differences in wood grain or colour, rough surfacing, knots, cracks or splits that do not affect the structural integrity of the Product. Wood may crack or bend due to major fluctuations in humidity and temperature. This does not affect the functioning of the sauna and does not indicate that the timber is of inferior quality.
- Damage caused due to normal wear and tear when using the Product.
- Natural qualities of the materials used, including differences in wood grain or colour, rough surfacing, knots, cracks or splits that do not affect the structural integrity of the Product. Wood may crack or bend due to major fluctuations in humidity and temperature. This does not affect the functioning of the sauna and does not indicate that the timber is of inferior quality.
- Damage resulting from unforeseeable circumstances (e.g., vandalism, fire, flooding, etc.)
- Storage of an unassembled Product by the buyer for more than one year.
- Products that have been stored in unsuitable conditions (excessive humidity, major fluctuations in temperature, temperatures higher than 120 degrees, etc.)
- Products that have been repaired during the warranty period by persons other than the Manufacturer or a person authorised by the seller.

How to make a warranty claim

To make a claim please contact your authorised Hekla Sauna dealer, who you purchased your Hekla Sauna from. They will make the claim on your behalf.