



Operating instructions for your **AXIS Combination Sauna**

Guidelines and helpful tips

Congratulations on your purchase of your AXIS Combination Sauna. We are confident that you will enjoy the many benefits for years to come.

Carefully read this manual before using your AXIS for the first time. We recommend keeping this manual for review and future reference.





Symmetry Sauna

The Ultimate Sauna Experience

Welcome to the Symmetry Sauna family!

By owning the **AXIS**, you're taking a powerful step for your health—and you can enjoy the ultimate relaxation in your home whenever you want.

Each sauna is made with the highest-grade materials—including 100% hand-selected Western Red Canadian Cedar—and is built to be easy to use, with low radiation for the whole sauna and the highest safety standards in the industry.

With your **AXIS™**, you also enjoy such excellent features as our Spectrum Plus™ heaters (which are backed by a lifetime warranty), responsibly and sustainably certified Western Canadian Cedar wood, medical grade LED therapy, Bluetooth® compatible audio components, Harvia™ traditional steam heater as well as additional features designed to enhance your lifestyle and wellness.

We are happy to have you join us and look forward to sharing in your experience as you take control of your health and support your relaxation with your Axis combination sauna.

By making sauna use a regular part of your routine, you'll enjoy anti-aging, disease-preventing, and longevity benefits—all without leaving the comfort of your home.

Enjoy!

Your Symmetry Sauna Family



Table of contents

A	Installation and Maintenance:	1. Location, Cleaning, & Maintenance	4
		2. Assembly Guide	5
B	Getting Started		11
C	Helpful Tips for Enjoying Your Sauna Sessions		17
D	Safety Precautions for Your Influence Infrared Sauna.....		20
E	Troubleshooting Guide		22
F	Optional Accessories:	a. Outdoor Cover	25
G	Limited Warranty		26

The information contained in this manual is subject to change without notice.



A. Installation & Maintenance

1) How to choose a location

When choosing a location for your AXIS™ keep these two things in mind: One, your sauna should be placed on a solid surface. Two, your sauna must be placed in a dry area.

Here are the installation requirements for your new sauna.

1. Your sauna should not be built into any structure. It is a self-contained and freestanding unit.
2. To allow easy access to the main power cord, ensure there's a minimum of 3-inches of clearance from the top wall and all sides of the unit.

Moisture may cause damages to the exterior of your sauna. Your basement, attic, garage, playroom, spare bedroom, new extension, and garden chalet are a few possible locations for your sauna. Symmetry Sauna Thermal Plus™ beautiful wooden exterior should complement your house beautifully.

If you choose to place your sauna outdoors, you must use a cover (see page 25) or Symmetry Sauna custom roof to protect your sauna. Don't place the sauna on a surface that easily gets wet or where snow commonly accumulates. Placing your sauna outside without a cover or roof will void your warranty.

2) Cleaning & maintenance

1. Before using your Sauna for the first time, use a damp cloth to clean the inside of the sauna. You can use a natural furniture polish or bees wax to clean the exterior.
2. To burn off any factory dust before using your sauna for the first time, turn the sauna on for the maximum time and temperature. For maximum performance of the heaters, cycle your **AXIS™** (turn on to max temperature and run for one hour) 2-3 times.
3. Remove any scratches and stains on the inside of the sauna using a fine grade sandpaper over the damaged area.
4. A customized **AXIS™ cover** is available as an accessory for all models. Use of this protective storage cover will not only preserve the natural beauty of the sauna but will also help in maintaining it for years of continuous enjoyment.
5. We recommend applying a heavy furniture polish or bees wax to the outside of the sauna before putting the (optional) cover on. The polish will create a barrier for better protection.



A. Installation & Maintenance

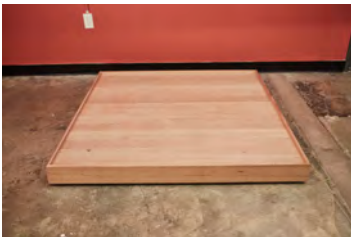
Step 1: Bottom and back panel

1. Find the bottom panel.

Turn the bottom panel upside-down and install the feet.



Turn the bottom panel back over and place it in position where the sauna will be assembled.

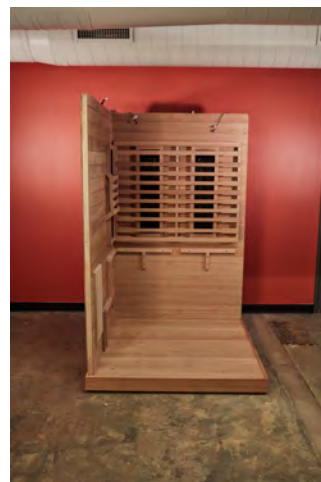


2. The front left of the sauna will have the hole on the floor to route your wiring for a traditional heater.

3. Place the back-right panel onto the bottom panel. Have someone hold the back panel upright so it does not fall over.

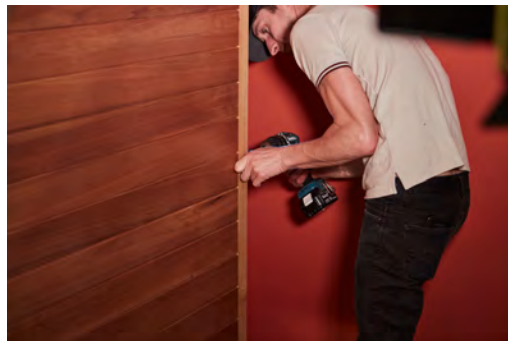


4. Place the left panel onto the bottom panel.



A. Installation & Maintenance

5. Using a screwdriver, secure the back panel to the left and right side panel with the (8) provided screws.



Step 2: Bench supports and left panel.

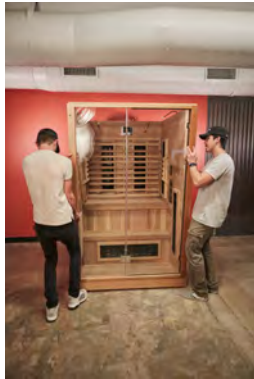
1. Set the left panel in place and secure the panel with the (4) additional screws.
2. Place the bench support. **Plug in the heater cable from the bench support to the back wall. Plug the floor cable into the back wall.**
3. Slide the top bench on the bench support.
4. Slide the bottom bench on the lower bench support.



A. Installation & Maintenance

Step 3: Front Panel and Top Panel

1. Fold the glass door against the sauna. Lift the **left side** of the panel onto the sauna frame. Do not lift the top **right bar of the sauna**.



2. Use provided screws to secure the front panel to the left and right panel.

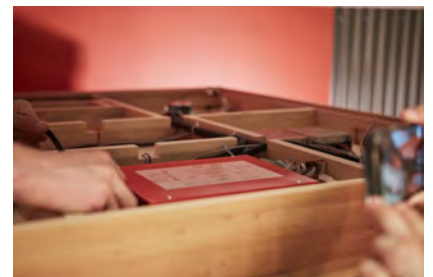


4. Use (6) screws to secure the front panel. Do not overtighten.

5. With two people, place the top panel over the sauna and feed the data wire through the hole on the top right of the sauna.



6. With the lid in place remove the screws on the dust panel to access the power supply and heater connections.



A. Installation & Maintenance

Step 4: Power supply and heater connections

1. Connect all (5) heater connections in ceiling.
2. Connect data cable to power supply.
3. Connect power cable to power supply.



4. Replace the power supply cover screws.



5. Replace the top dust cover screws and feed the power cable through the hole.



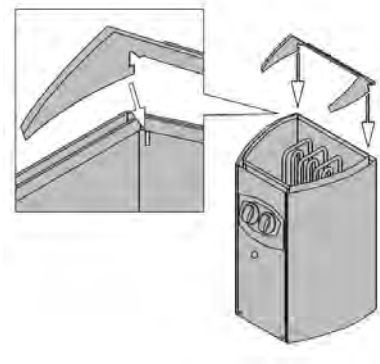
A. Installation & Maintenance

Step 5: Harvia Heater Installation

1. Find the Harvia mounting plate in the Harvia heater box.
2. Place the back plate on mounting block, use provided level and mark each hole.
3. Use provided (6) screws and mount the back plate using a drill.



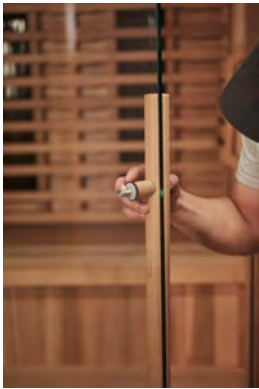
4. Place the heater reflector on the Harvia heater using the side notches.
5. Place heater on floor and remove (2) front screws and (4) bottom panel screws.
6. **Provide Harvia heater installation manual to licensed electrician.**



A. Installation & Maintenance

Step 6: Door Handle

1. Use the provided screws (2) to mount the door handle to the door.



Step 7: Plug In the power cable for infrared heaters.

Your installation is complete!

The installation of your new **AXIS™ sauna** is now complete! Use a damp cloth to wipe out the sauna to remove any excess sawdust that may have settled on the wall, heaters, or floor.



B. Getting Started

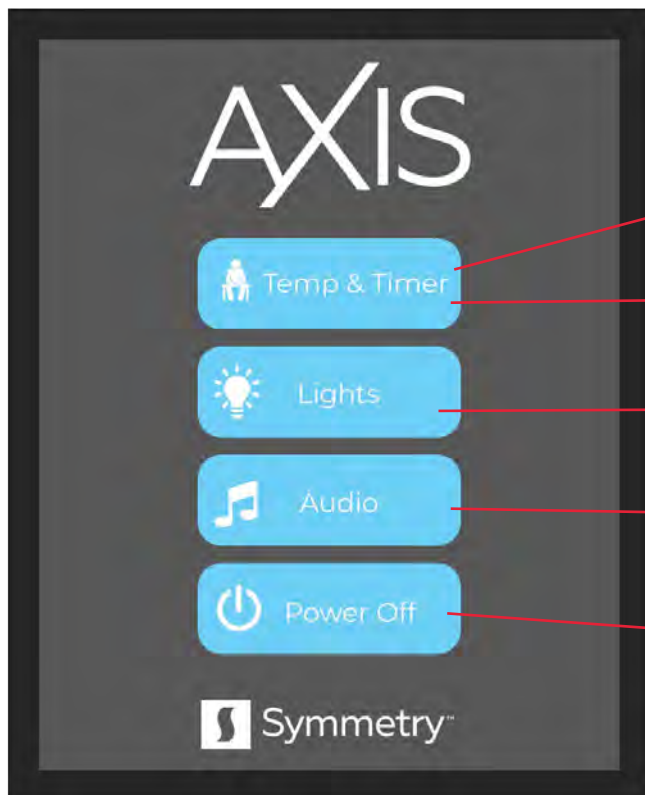
1) Preparing for your first infrared sauna home experience.....

1. Review all health and safety instructions. If you're in doubt about using your **sauna**, first consult with your physician.

2. The interior of the **AXIS™** is made of the finest Western Canadian Red Cedar.

The cedar is aromatic and adds to the enjoyment of your sauna session. If the fragrance of the fresh wood is too strong during the first few months, first wipe the wood with a damp cloth to minimize the aroma.

2) Digital control panel



Temperature Display
Current sauna session temperature indicator °F/°C

Time Display
Sauna session time: 0-60 minutes

Light Button
Turn light on and off, functional when powered on or off

Audio Connection
Bluetooth audio: on / off

Power Button
Turn sauna on and off



B. Getting started

3) Powering on your sauna.....

1. Plug in the power cord to the electrical outlet. All lights on the LED Control Panel will flash once.
2. During Off mode, nothing will display.
3. We recommend turning the sauna on for the maximum time and temperature in order to burn off any factory dust before using your sauna for the first time. For maximum performance of the heaters, cycle your sauna (turn on to max temperature and run for one hour) 2-3 times.

4) Starting up your sauna

1. Tap and hold the Power button for approximately 5 seconds to start up your sauna.
2. The temperature display will indicate the current cabin temperature. If the ambient temperature within the cabin is below 90°F/30C°, the display will read "LO."
3. The time display will indicate the sauna session time. When the time button is tapped, it will change the time in five-minute increments. The maximum session time is 60 minutes.
4. The Light button will illuminate to indicate that the interior LED panel is turned on. To turn Off, simply tap Light again.



The controller is touch sensitive, so you must hold down the power button for 2-3 seconds.



B. Getting Started

7) Using Bluetooth & USB

1. When the sauna is on, tap the audio button so the light is illuminated.
2. Open your Bluetooth settings on your device.

AUDIO



Audio button
Connect to Bluetooth audio

3. Select BT-SAUNA from the list of available connections.
4. Once connected press Temp + and Temp - to adjust the audio level. You can also use your device to adjust audio levels.

1. When the sauna is on, tap the audio button so the light is illuminated.
2. Place a high-quality USB audio device into the USB slot.

USB



USB
Connect to USB

3. Once connected, the screen will display USB.
4. Press the Temp + and Temp - to adjust the audio level. You can also use your device to adjust audio levels.

8) Locking your sauna's control panel

1. Tap both the Lock and Temp- buttons at the same time and hold for approximately 5 seconds.
2. You will hear a beep and "LOCK" will appear on the upper right corner of the time display.
3. During Lock mode, all buttons will not be responsive in either On or Off modes and the Lock button will illuminate.
4. To release the Lock function, tap both the Lock and Temp- buttons at the same time and hold for approximately 5 seconds.

TEMP



LOCK



To Lock and Unlock Your Sauna
Tap and Hold Both the Temp- and
Lock Buttons for Approx. 5 Seconds



B. Getting started

9) Changing your sauna's settings during a session

1. If you want to adjust the temperature during a session, tap the Temp+ or Temp- buttons.
 - When your sauna session has 5 minutes left, the sauna will beep letting you know your session is almost over.
2. If you want to adjust the session time, simply tap the Time + or Time- buttons.
3. If you want to turn Off the sauna in the middle of a session, tap and hold the Power button until your sauna turns Off.



B. Getting started

11) Error codes

EO EO: Temperature Sensor Disconnected. Reset sauna. Unplug and plug back in. Call customer support if needed.

E1 E1: Short circuit. Check all connections.

HH HH: Inside Sauna Temperature is over the limit (170°F/76°C).

HH error will be resolved automatically. During HH error, your sauna will automatically shut down and go into a cool-down period.

12) Customer service

Contact Information for Customer Service:

- Telephone No. : _____ **(855) 741-0577**
- Email : _____ **support@symmetrysauna.com**



C. Helpful tips for enjoying your sauna sessions

Your AXIS™ is equipped with Spectrum Plus™ infrared heaters. Infrared heat waves reach the body directly without having to heat the air inside the sauna.

Spectrum Plus™ infrared heaters are UL listed to ensure your safety using our sauna is top priority. These heaters will not degrade or fail prematurely like carbon heaters when introduced to a traditional heater's steam. Spectrum Plus™ infrared heaters were specifically manufactured for this purpose.

1) Preparing for your infrared session

- 1. Review all health and safety instructions.** If in doubt as to the advisability of using your sauna, consult with your physician.
- 2.** The interior of the **AXIS™** Sauna is made of the finest Western Canadian Red Cedar. It is aromatic and adds to the enjoyment of your sauna session. If the fragrance of the fresh wood is too strong during the first few months of use, first wipe the wood with a damp cloth to minimize the aroma.
- 3.** Always **drink plenty of water** before, during and after a session. Doing so will replenish fluids lost during perspiration.
- 4.** Do not eat anything at least an hour before your sauna session. It is better to **go in the sauna on an empty stomach**. You are more likely to feel uncomfortable sitting in a sauna with a full stomach.
- 5. Choosing to take a hot shower or bath prior to the sauna session will further promote perspiration.** However, dry off thoroughly before going into the sauna because excessive water will leave stains and might warp the wood.
- 6. Provide at least 2-3 towels.** One towel folded over several times for added cushioning on the bench. Another towel on the floor to absorb extra sweat. And a third towel to wipe off sweat.
- 7. Start up your sauna and select the desired session temperature and time** using the control panel (see page 6 and next page).
- 8. Allow approximately 15 to 20 minutes for the sauna to warm up** to a comfortable temperature before beginning a session (warm up time is subject to the air temperature and is different for each model).

Infrared Temperature (170°F)	Time
AXIS™ 4x4	50-60 Min
AXIS™ 5x7	50-60 Min
Coming Soon	TBD

Please Note: Your sauna's maximum temperature setting may not be achieved based on variations in ambient room temperature, air flow, placement of sauna, etc. If you are experiencing unusual warm-up times or if you have recently moved your sauna from one location to another, please call our technical support team for thermostat calibration help.




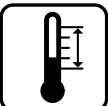
C. Helpful tips for enjoying your sauna sessions

2) Setting session time and temperature

Your body will probably need a few weeks to fully adapt to regular use of your Sauna.

Here are some average guidelines to set the time and temperature once you are used to the sessions:

1.  **Time:**
Noticeable results are usually obtained with sessions of at least 30 minutes. For therapeutic use, sessions of 45 minutes are advised.

2.  **Temperature:**
Many beginners need to start with a lower temperature and work their way up to a higher temperature. Some studies show therapeutic benefits at 163°. Influence Saunas get to 170°. If perspiration does not start after 10 to 15 minutes, this usually indicates that the temperature is set too low to obtain good results.

When using your Sauna for the first time:

- **Do not do more than three sessions a week during the first four weeks.** You can do daily sessions after six weeks, if desired.
- **If you do not feel comfortable or relaxed during a session, lower the temperature** and/or open the door of the cabin.



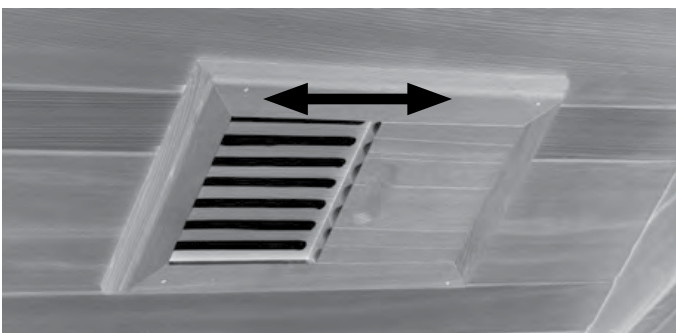
C. Helpful tips for enjoying your sauna sessions

3) Useful information and tips for during your sauna session

- 1. Make sure you have a towel on the floor and on the bench of the sauna to absorb perspiration.**

In order to maintain a clean and pleasant atmosphere inside your sauna, do not leave damp towels on the bench or floor. Remove them immediately after the session is over.

- 2.** Be sure to **towel off excess** sweat during your session to help the body perspire more freely.
- 3.** When the temperature reaches the level set on the control panel, the heaters will turn off and on periodically in order to maintain the desired temperature level inside of the sauna.
- 4.** The **ceiling vent on the top panel can be opened** at any time **to introduce fresh air** into the sauna.



- 5.** If you feel the need for more cooling, simply leave the door **open** until the air around you feels comfortable enough.

- 6. Do not put any lotions or oils on the body or face** prior to using the sauna. This may block the pores and hinder perspiration.

- 7. Essential oils** can help you to find more tranquility during your session.

- 8. To make the most out of your sauna session, work your muscles while in the sauna.** Stretch your arms, legs etc. to help relieve sore and tense muscles and massage the affected areas while in the sauna. If you wish to achieve a deep heating effect to a specific area, move it closer to a heater.

- 9. To relieve your ankles and feet more effectively, you must elevate them while inside the sauna.**

- 10. Shaving your face or legs** with a razor while profusely sweating in a sauna yields an incredibly smooth result without the use of gels or foams.

- 11.** Do not forget to **drink plenty of water** before, during and after sessions to replenish lost fluids through perspiration.

- 12.** After the session is over, **do not immediately jump into the shower.** Since your body was heated up during the session, it will continue to sweat even after the heaters are off. **Sit in the sauna with the door open and let your body cool off.** Once you feel comfortable enough, take a warm (or cool) shower to rinse the perspiration off your body.



D. Safety precautions

1) General safety precautions

1. Read Instructions

Carefully read all safety and operating instructions before operating your sauna.

2. Retain these safety and operating instructions for future reference.
3. Do not smoke or light any fire inside your sauna.
4. To reduce the risk of injury, do not allow small children to use the sauna unless they are closely supervised at all times.
5. Do not use the sauna immediately after hard exercise. Wait at least 30 minutes to allow your body to cool down completely.
6. Exercise care when entering or leaving the sauna.
7. Never sleep inside the sauna while the unit is in full operation.

8. Unplug the sauna from the wall outlet before cleaning. Use a damp cloth for cleaning. Do not use liquid cleaners or aerosol cleansers inside the sauna.
9. Do not use this product near water. For example, near a bathtub, in a wet basement, or near a swimming pool.
10. Do not use attachments that are not recommended by the manufacturer, as they may cause a hazard.
11. The sauna must be placed under an awning or overhang to prevent heavy rain falling directly onto the roof or outdoor cover.
12. Do not stack or store any objects on top of or inside the sauna.
13. Use precaution when using electronic devices.
14. Do not install aftermarket devices.

2) Medical and health related precautions

1. If you intend to use far infrared therapy for medical reasons, please consult your physician prior to using the sauna.
2. Excessive temperatures have a high potential for causing fetal damage during the early months of pregnancy. Pregnant or possibly pregnant women should consult their physician prior to using the sauna.
3. The use of alcohol, drugs, or medications prior to or during the sauna session may lead to unconsciousness.
4. Persons suffering from obesity or with a medical history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician prior to using the sauna.
5. Persons using medications should consult a physician before using the sauna since some medications may induce drowsiness while others may affect heart rate, blood pressure, and circulation.

6. At the first sign of a cold or flu, increasing your sauna sessions may be beneficial in boosting your immune system and decreasing the reproductive rate of the viruses. Consult your physician for the proper treatment and care for this, before you start using your sauna.

7. Hyperthermia Danger

Prolonged exposure to hot air will induce hyperthermia.

Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 98.6°F/37°C.

While hyperthermia has many health benefits, it is important not to allow your body's core temperature to rise above 103°F/39.4°C. Symptoms of excessive hyperthermia include dizziness, lethargy, drowsiness, and fainting. The effects of excessive hyperthermia may include failure to perceive heat, failure to recognize the need to exit, unawareness of impending hazard, fetal damage in pregnant women, physical inability to exit the sauna, and unconsciousness.

*These statements have not been evaluated by the Food and Drug Administration. These statements are for informational purposes only and are not intended as a substitute for medical counseling. This information is not intended to diagnose, treat, cure, or prevent any disease. The author and publisher shall have neither liability nor responsibility to any person or entity with respect to any loss, damage, or injury caused directly or indirectly by the information contained herein.

D. Safety Precautions

3) Power supply related precautions

- 1. Dry your hands before handling electrical controls.**
Never unplug the power cord or adjust the controls with wet hands or when you have wet bare feet. A danger of electrical shock exists.
- 2. Your sauna is intended for use with a 3-wire properly grounded power socket.** Do not defeat the safety purpose of the supplied line cord and plug.
- 3. This product should be operated only from the type of power source indicated on the marking label.** If you are not sure of the type of power supplied to your home, consult your local power company or electrician.
- 4. Power supply cords should be routed so they are not likely to be walked on or pinched by items placed upon or against them.**
- 5. For added protection during a thunderstorm,** or when it is left unattended and unused for long periods of time, unplug it from the wall outlet.
- 6. Do not overload wall outlets and extension cords** as this can result in a risk of fire or electrical shock.
- 7. Always unplug this product from the wall outlet before servicing the product.**
- 8. Do not remove power supply covers.** No user-serviceable parts are located inside the power supply.
- 9. We strongly recommend the use of a GROUND FAULT CIRCUIT INTERRUPTER (GFCI)** device in any potentially wet locations.

2) Warranty precautions

- 1. When replacement parts are required, be sure to use replacement parts specified by the manufacturer** or have the same characteristics as the original parts. Unauthorized substitutes may result in fire, electrical shock or other hazards and will void the manufacturer's warranty.
- 2. If the power supply cord becomes damaged,** it must immediately be replaced by the manufacturer or its agent or a similarly qualified person to avoid hazard.
- 3. Altering or tampering any electrical connections** on the power supply will void the manufacturer's warranty.
- 4. Do not attempt any repair without consulting the manufacturer first.** Unauthorized repair attempts will void the manufacturer's warranty.
- 5. Your sauna is made of the finest Canadian Cedar. All natural wood products have variations in the color, the grain, and irregularities, such as knots and fine cracks. These characteristics are part of the natural beauty of the wood and in no way should be considered defective.**
- 6. Upon completion of any service or repairs to this product** by a service technician, ask the service technician to perform safety checks to determine that the product is in proper operating condition.



E. Troubleshooting Guide

Question	Answer
Control panel is beeping and showing an error message.	<ul style="list-style-type: none"> The temperature sensor inside your control panel housing has been disconnected. Remove control panel and confirm the two pin connection is securely fastened.
There is no heat coming from my front heaters.	<ul style="list-style-type: none"> First thing you want to do is check the white Molex connection inside the sauna. It's located at the top left of the sauna if you're sitting on the bench. You want to make sure that it is plugged in correctly. Check heater power cable connections on the power supply.
All other Sound System problems:	<ul style="list-style-type: none"> Unplug the sauna, wait 10 minutes, then plug back in.
What are the electrical requirements for my new sauna?	<ul style="list-style-type: none"> AXIS™ = 15a 120v 1750 watts Harvia™ Vega Compact = 20a 120v 1900 watts (need an electrician)
My new sauna is completely dead.	<ul style="list-style-type: none"> Make sure the power cord is plugged into the sauna power supply and the other end is plugged into the wall socket. Try pressing breaker button on the sauna power supply. Unplug the sauna and plug something else, such as a lamp or radio, into the wall socket to verify there is power to that socket. If there is no power, check the house circuit breaker for that line.



E. Troubleshooting Guide

Question	Answer
The controller display is faint or does not display correctly in some other way.	<ul style="list-style-type: none"> Try unplugging the sauna for about 5 minutes, then plug it back in. This should correct any display problems.
The sound system works, but nothing lights up on the controller display. I unplugged the sauna for 5 minutes but it didn't help.	<ul style="list-style-type: none"> Check to see that the data cable is plugged in at both ends- the round metal connector plugs into the "DATA" port on the power supply.
The sound system doesn't turn on.	<ul style="list-style-type: none"> If the problem persists, please contact customer service.
The LED light panel in the ceiling turns on white, but none of the buttons on the remote control work.	<ul style="list-style-type: none"> Make sure the thin plastic tab is pulled out from the battery holder. Make sure you are aiming the remote control at the center of the light panel, not at the sauna controller. Replace the battery in the remote control.



E. Troubleshooting Guide

Question	Answer
Wrong A.C. Power cord	<ul style="list-style-type: none"> • Please confirm you are using the correct outlet to power your sauna.
House circuit breaker is tripping.	<ul style="list-style-type: none"> • Check that the amperage of the breaker corresponds with the amperage rating of your sauna. Make sure that the circuit is not overloaded by having too many appliances on one circuit. Please contact a local electrician.
Where is the serial number on my new sauna?	<ul style="list-style-type: none"> • Look for a manufacturer's label under the seat.

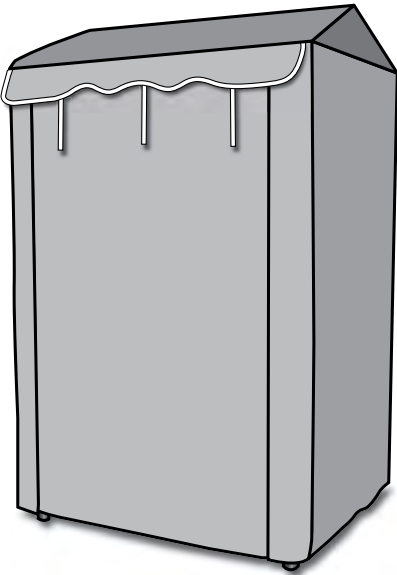
Please contact the manufacturer with any other questions regarding customer service or troubleshooting.

(855) 741-0577 | support@symmetrysauna.com



F. Outdoor Cover

A) Outdoor cover.....



Important:

1. The sauna must be placed under an awning or overhang to prevent rain falling directly onto the roof.
2. Sauna should be placed on sturdy, dry level ground when outdoors (not grass, gravel, dirt, etc.)
3. The **snap buttons** must be clipped on at all times.
4. The **zippers must be closed** when the sauna is not in use.
6. Warm up times may vary based on outdoor temperature.



Please follow these instructions step by step to install your outdoor cover.



G. Limited Warranty

Symmetry Sauna warrants the Sauna to be free of defects in material and workmanship.

Heaters - Spectrum+	Lifetime
Heaters - Carbon	10 years
Craftsmanship:	10 years
Electrical Components:	10 years
Audio Components:	10 years
Harvia Vega Compact:	2 Years (Residential)
Commercial Use:	5 Years

Company warrants to the user during the warranty period that the Sauna Cabin will maintain its structural integrity. The factory-installed components (i.e., heater controls, power supply, electrical wiring, and audio system) will be free from defects in material or workmanship. This limited warranty shall not apply to any display model unless expressly agreed by **Symmetry Sauna** in writing at the time of purchase or to any Sauna installed more than six months after the delivery date.

This warranty extends only to the original retail purchaser of the sauna and terminates upon transfer of ownership. It does not extend to commercial or institutional use or installation.

Freight charges to and from the customer are the responsibility of the customer (flat fee). This includes freight charges for parts shipped to enable the services of your sauna.

This warranty is void if the sauna has been subjected to alteration, misuse, abuse, accident, natural disaster or non-factory authorized modification or repair. This warranty is also void if the sauna has been operated or **maintained** in deviation to the published instructions. The warranty extends only to the manufacturing defects and does not cover any damages resulting from mishandling of the product by the owner. This warranty does not cover any normal wear and tear due to usage. This warranty also does not cover any damages caused by natural weather conditions even when the sauna is covered with the factory authorized outside cover. Broken glass and light bulb, whatever the cause, are not covered by this warranty.

Symmetry Sauna shall not be liable for the loss of use of the sauna or other incidental or consequential damages. Under no circumstances shall Influence Sauna or any of its representatives be held liable for injury to any person or damages to and properties. Some states allow limitations on how long specified warranty lasts. Some states do not allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Specifications are subject to change without notice.

G. Limited Warranty

The warranty period begins on the date the unit is purchased by the user. This warranty may not be transferred, sold, donated, gifted or assigned to a third party except with the prior written consent of **Symmetry Sauna**, in its sole and absolute discretion. Absent written consent, only the original purchaser can make claims hereunder. All warranty labor must be performed by **Symmetry Sauna** or its designated representative using authorized **Symmetry Sauna** parts. No agent, dealer, distributor, service company or other party is authorized to change, modify, or extend the terms of this limited warranty in any manner whatsoever. Any warranty so provided shall be solely their separate obligation. As used in this warranty, "commercial use" shall mean any use that involves a fee, rate, charge, or other consideration, any use directly or indirectly in connection with a business, going concern, or undertaking intended for profit or pecuniary gain, and any non-residential use, "residential use" shall mean when purchased for use by a single-family for internal household purposes, and "user" shall mean the original purchaser.

The limited warranty does not cover defects, damage, or failure ("Damage") caused by the delivery service providers or common carrier, the installer, user, or other persons and animals, including without limitation, termites and other wood-destroying insects or rodents. The limited warranty excludes Damage resulting from transportation, careless handling, improper location, storage, or relocation, as well as from cleaning, painting, staining or other use of abrasive or improper chemicals. The limited warranty also excludes Damage arising from user's or a third party's negligence; modification of any type for any reason (including modification to meet local codes); improper installation (including installation not in accordance with instructions and specifications provided with the unit); connections supplied by the installer of the equipment, an electrician or a third party; improper voltage supply; unauthorized electrical modification; misuse; improper use; abuse; incorrect operation, lack of proper routine or preventive maintenance; unauthorized repair by a third-party; normal wear and tear; fire, and acts of God such as lightning, floods, earthquakes, etc. Outdoor-Use Sauna warranties do not include damage arising from a failure (i) to maintain the Sauna on a flat, level, hardtop surface with adequate drainage and (ii) to keep the exterior free and clear from plants, trees, grasses, soil, and snow deposits.



G. Limited Warranty

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

Date of Purchase: _____

Date of Delivery: _____

Model Number: _____

Serial Number: _____

Dealer Information (Name & Telephone): _____

Phone #: (855) 741-0577

Email: support@symmetrysauna.com

symmetrysauna.com



(855) 741-0577 | symmetrissauna.com

