

Signature Range MANUFACTURERS WARRANTY

Duration of the Warranty and Coverage

- **5 years:** Sauna Structure (*Covers manufacturing and construction defects*)
- **3 years:** Huum Heaters
- **3 years:** Huum Control Systems
- **3 years:** Thermo Aspen and Light Aspen Wood Components (*Includes cladding, benches, and backrests*)
- **3 years:** Exterior Burnt Wood
- **3 years:** Thermo Pine Flooring
- **2 years:** Rubber Roof
- **2 years:** 8mm Tempered Glass
- **1 year:** Rot or incipient decay to the exterior/ interior wood and frame.
- **1 year:** Stainless Steel Parts (*Includes hinges, metal locking mechanism, window, and door trims*)
- **1 year:** LED Lighting
- **1 year:** Bluetooth music (if applicable)
- **90 days:** Accessories included are bucket, ladle and thermometer

Warranty Claims Process

How to File a Claim:

- Email: hello@eiratherapy.co.uk
- Written request: Eira Therapy Ltd, Unit 8, Pen-Yr-Orsedd Industrial Estate, Llangefnj, LL77 7AW

Required Documentation:

- Original purchase receipt or invoice.
- Serial number of the product.
- Photographs and/or video of the defect.

Timeframe for Claims and Responses:

- Claims must be made within the warranty period.
- Eira Therapy Ltd will respond to claims within 14 days of receipt.

Associated Fees:

- Customers may be responsible for shipping costs associated with returning the product or parts for inspection or repair.
- A 1-year labour warranty is provided. Customers may be responsible for labour fees and mileage outside of this period.

Exclusions of Warranty

The warranty does not include:

- General wear and tear from using the product.
- Natural material qualities: Differences in wood grain, colour, warping, bowing, rough surfacing, knots, cracks, or splits (including the column) that do not affect structural integrity.
- Surface issues: Discolouration, mould, or water stains on wood (e.g., Thermo Aspen, Light Aspen, Burnt Wood, Pine Flooring).
- Bubbling of rubber roof.
- Paint: discolouration, flaking, peeling or other.
- Any issues that are the result of an improper/ unlevel base.
- Pest Damage: Damages caused by rodents, birds, or other animals.
- Water damage and rot: Stains, discolouration and/ or rot caused by humidity or water exposure, including rainwater and also condensation from glass features, are not covered. It is the customers responsibility to ensure that proper maintenance is carried out to mitigate issues that stem from water and humidity damage. The sauna must be ventilated and dried after use.

- All damages caused by improper use or maintenance.
- Unforeseeable circumstances: Damage caused by vandalism, fire, flooding, wind, or acts of God.
- Unauthorised repairs: Products repaired during the warranty period by anyone other than Eira Therapy Ltd or an authorised representative.
- Relocation: Warranty is void if the sauna is moved or relocated by unauthorised persons.
- Non-transferability: The warranty applies only to the original buyer.
- Planning permission: Issues related to planning permission are not covered. It is the customer's responsibility to ensure permissions are obtained before installation.
- The sauna warranty is invalid if the customer does not allow installation using the adjustable feet supplied free of charge. Proper installation is essential to ensure structural integrity and longevity.
- For commercial use, all warranties default to a maximum of 1 year from the date of purchase, regardless of standard residential warranty terms.

Maintenance Requirements for Warranty Validity

- To maintain warranty validity follow all maintenance instructions provided by Eira Therapy Ltd. Refer to the product manual for detailed guidelines.

Limitations and Liability

- Limitation of Liability: Eira Therapy Ltd's liability is limited to the repair or replacement of defective parts under this warranty. Consequential or incidental damages are not covered.
- Maximum Obligation: The warranty liability is limited to the original purchase price of the product.
- Implied Warranties: This warranty is in lieu of all other warranties, express or implied, including but not limited to implied warranties of merchantability and fitness for purpose.

Additional Terms

- Transferability: The warranty is non-transferable and applies only to the original purchaser.
- Warranty Start Date: The warranty begins once the structural components of the sauna are completed, including the floor, walls, ceiling, and glass. The warranty is not suspended until the sauna is fully completed (i.e. if you are waiting on accessories, touching up or replacement of defective or incorrect parts).
- Geographic Limitations: The warranty is valid only in regions where Eira Therapy Ltd products are sold.
- Dispute Resolution: Any disputes will be subject to the exclusive jurisdiction of the courts where Eira Therapy Ltd is located.

Legal Compliance

- This warranty complies with the Consumer Rights Act 2015 and gives you specific legal rights. You may also have other rights that vary depending on your location. Disputes or claims will be governed by the laws of the region where Eira Therapy Ltd is headquartered.