

# Warranty Terms and Conditions

**Indoor Installation Requirement** - Unless explicitly stated as designed for outdoor use, this sauna and its components must be installed in an indoor environment. If an indoor sauna or any of its parts is placed outdoors or in areas exposed to direct sunlight, moisture, rain, or any form of water ingress, the warranty will be rendered void. All electronic components, including controls, wiring, heaters, and speakers, must remain dry and protected from water or liquids at all times.

**What the Warranty Covers** - This warranty applies to manufacturing defects in materials or workmanship that occur under normal use. Coverage begins from the date of purchase listed on your original invoice and applies only to the original purchaser. It includes mechanical components, the structure of the sauna cabin, the infrared heating elements, and electrical components such as control systems and speakers. All warranty claims must be pre-approved in writing and supported by a copy of the original invoice.

**What the Warranty Does Not Cover** - This warranty does not extend to damage caused during shipping, delivery, or installation. It excludes problems resulting from misuse, abuse, accidents, neglect, improper usage, or installation that does not follow the instructions provided in the user manual. Damage caused by weather conditions such as lightning, rain, or excessive humidity is not covered. The warranty is void if the product has been altered or modified, or if repairs have been performed by an unauthorized technician.

Zua Health will not be responsible for damages arising from incorrect electrical voltage, power surges, or fluctuations. Use of unauthorized accessories, parts, or equipment in conjunction with the sauna, or failure to follow cleaning, maintenance, and environmental guidelines outlined in the owner's manual, will also void the warranty.

Cosmetic wear and tear such as dents, scratches, stains, or scuffs on the wood, which are common with natural materials and regular use, are not covered as they do not impact the function or structural integrity of the sauna. Consumable parts, including light bulbs, are excluded from coverage.

**Liability and Limitations** - Zua Health shall not be liable for any incidental or consequential damages, including but not limited to the loss of sauna use, personal injury, or property damage. Under no circumstances will Zua Health or its representatives be held responsible for injury to persons or damage to properties resulting from improper use or maintenance of the sauna.

**Service, Repairs, and Shipping Responsibility** - Labour is not included under the warranty. Replacement parts will be sent directly to the customer. In the event of a valid claim, replacement parts will be provided directly to the customer. Only service technicians authorized by Zua Health may perform warranty repairs unless prior written approval is given. Any unauthorized servicing or installation will void the warranty.

This warranty is only valid for the original purchaser and is not transferable under any circumstances. Claims must be submitted via email and approved in writing before service or replacement is provided.

## Warranty Coverage Period – Domestic Use

**2 Years – Frame & Heating Panels.**

**1 Year – Electrical & Speakers.**

All specifications and warranty conditions are subject to change without notice as part of our commitment to continuous product improvement.

If you have further questions or require support, please contact our customer service team at [info@zuahealth.com.au](mailto:info@zuahealth.com.au). Your satisfaction and safety are important to us, and we thank you for your trust in Zua Health products.