



OD-300 Outdoor Sauna

United States and Canada

Owner's Manual



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Cal Spas Home Resort™

www.calheat.com

LTR50001007, Rev. A
5/23/11

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CONTACT INFORMATION

For customer service, please contact your authorized dealer immediately. If you need additional information and/or assistance, please contact:

L.M.S. Customer Service Department
1462 East Ninth Street
Pomona, CA 91766.

Toll Free: 1-800-CAL-SPAS
Fax: 1-909-629-3890

www.calheat.com

Safety Instructions

Carefully read and follow all safety instructions.

- When installing and using this electrical equipment, basic safety precautions should always be followed.
- To reduce the risk of injury, do not allow children to use this equipment unless they are supervised at all times.
- Do not use this equipment immediately following strenuous exercise. Wait at least 30 minutes to allow the body to cool down completely.
- Excessive temperatures have a high potential for causing damage during the early months of pregnancy. Pregnant, or possibly pregnant, women should contact their physician prior to using this equipment.
- The use of alcohol, drugs, or medications prior to or during the session may lead to unconsciousness.
- Persons suffering from obesity, a medical history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician prior to using this product.
- Persons using medications should consult a physician before using the equipment since some medications may induce drowsiness, while others may affect heart rate, blood pressure, and circulation.
- Exercise safety when entering and exiting.
- Never sleep inside while in the unit is in full operation.
- Do not use any type of cleaning agents on the interior of this product.
- Do not stack or store any objects on top of or inside the equipment.
- Do not use an outdoor unit during an electrical storm, as there is a remote chance of shock.
- If the power supply cord becomes damaged, it must be immediately replaced by a L.M.S. certified technician or licensed electrician to avoid hazard.
- Altering or tampering of any electrical connections on the power supply will void the manufacturer's warranty.
- 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.
- Do not attempt any repair without consulting the manufacturer first. Unauthorized repair attempts will void the manufacturer's warranty.
- We strongly recommend the use of a ground fault circuit interrupter (GFCI) device in any potentially wet locations, or the manufacturer's warranty is void.
- We recommend turning on the equipment for the maximum allowable time period and temperature in order to burn off any factory dust prior to using the equipment for the first time.
- Pregnant women or persons with poor health should consult their physician before using any sauna.
- DO not use the sauna room for drying clothes, bathing suits, etc. Do not hang towels above the heater or place any object other than the rocks supplied on the heater. If any darkening of the eall around the heater is noticed, discontinue sauna use immediately.
- The heater gets extremely hot during operation and should not be touched or burns may result.
- Small children should be adequately supervised whenever near a hot or warming sauna.

Hyperthermia Danger

Prolonged exposure to hot air/water can induce hyperthermia. Hyperthermia occurs when the internal temperature of the body reaches a level 3-6 degrees above the normal body temperature of 37 degrees C (98.6 degrees F) While hyperthermia has many health benefits, it is important not to allow your body's core temperature to rise above 103 degrees F. 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, damage to pregnant women, physical inability to exit the unit and unconsciousness.

Preparing For Your New Sauna

Most cities and counties require permits for exterior construction and electrical circuits. In addition, some communities have codes requiring residential barriers such as fencing and/or self-closing gates on property to prevent unsupervised access to the property by children under the age of 5. Your dealer can provide information on which permits may be required and how to obtain them prior to the delivery of your equipment.

Planning the Best Location For Your Sauna

Here are some of the things that you will need to consider when determining where to place your new sauna.

Safety First

Do not place your sauna within 10' (3m) of overhead power lines.

Make sure it is positioned so that access to the equipment compartment and all side panels will not be blocked. Be certain that your installation will meet all city and local safety codes and requirements.

Consider How You Will Use Your Sauna

How you intend to use your sauna will help you determine where you should position it. For example, will you use your sauna for recreational or therapeutic purposes? If your sauna is mainly used for family recreation, be sure to leave plenty of room around it for activity. If you will use it for relaxation and therapy, you'll probably want to create a specific mood around it.

NOTE: Only the OD-300 and the OD-500 models are meant for an outdoor application. The Custom series is meant for indoor use ONLY.

The outside of Custom Series saunas has not been treated for outdoor use. Extreme hot/cold conditions can cause the wood to blister, split and warp. This will void the warranty of this particular model.

Plan for Your Environment

If you live in a climate with snowfall in the winter, place the sauna near a house entry. By doing this, you will have a place to change clothes and not be uncomfortable. This would be a convenient way to go for the location of your sauna outdoors.

Indoor installations require adequate ventilation. When the sauna is in use, considerable amounts of heat and dryness are produced. This heat and dryness can damage walls and ceiling surfaces over a period of time.

Consider Your Privacy

In a cold-weather climate, bare trees won't provide much privacy. Think of your sauna's surroundings during all seasons to determine your best privacy options. Consider the view of your neighbors as well, when you plan the location of your sauna.

Provide A View With Your Sauna

Think about the direction you will be facing when sitting in your sauna. Do you have a special landscaped area in your yard that you find enjoyable? Perhaps there is an area that catches a soothing breeze during the day and lovely sunset in the evening. Consider these things when you plan your location.

Keep Your Sauna Clean

Prevent dirt and contaminants from being tracked into your sauna by using a foot mat at the entrance where the occupants can clean their feet before entering your sauna.

Allow For Service Access

Many people choose to install a decorative structure around their sauna. If you are installing your sauna with any type of structure on the outside (OD-300 and OD-500 models only), remember to allow access for service. It is always best to design special installations so that the sauna can still be accessed.

Preparing a Good Foundation

Your retailer has a wealth of information and experience about how to get the most out of your sauna. Your sauna retailer also has a full line of accessories that are designed to complement your sauna.

Your sauna needs a solid and level foundation. The area that it sits on must be able to support the weight of the sauna and the occupants who use it. If the foundation is inadequate, it may shift or settle after the sauna is in place, causing stress that could alter the structure's seal.

NOTE: Damage caused by inadequate or improper foundation support is not covered by the warranty. It

is the responsibility of the sauna owner to provide a proper foundation for the sauna.

Place outdoor saunas on an elevated foundation (preferably a 3" concrete slab). If you are installing the sauna indoors, pay close attention to the flooring beneath it. Choose flooring that won't be spoiled or stained.

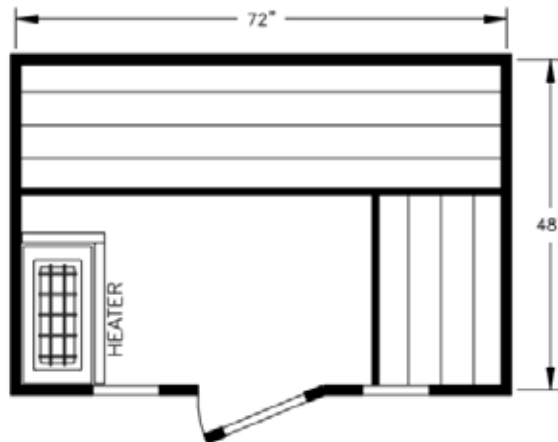
If you are installing your sauna on an elevated wood deck or other structure, it is highly recommended that you consult a structural engineer or contractor to ensure the structure will support the weight. We strongly recommend that a qualified, licensed contractor prepare the foundation for your sauna.

Outdoor Sauna Dimensions

Below is the recommended foundation size for your sauna.

Compare the dimensions to the width of gates, sidewalks, doorways, hallways, etc. along the delivery route that will be used when building your sauna in the desired location. It may be necessary for you to remove some items in order to provide an unobstructed passageway to the installation location.

Depth	Width	Height	Recommended Foundation Size
4'	6'	7'	5.5' x 7.5'



Electrical Set-Up Before Delivery of Your Sauna

IMPORTANT: When installed in the United States, the electrical wiring of this sauna must meet the requirements of the National Electric Code (NEC) and any applicable state or local codes. The electrical circuit must be installed by an electrical contractor and approved by a local building/ electrical inspector.

Check with local municipalities for additional code requirements.

All 220V saunas must be permanently connected (hard wired) to the power supply with one 20 amp circuit breaker and two #8 AWG wires.

The power supplied to the sauna must be on a dedicated circuit with no other appliances or lights shaing the power.

Use copper wire the THHN isulation. Do not use aluminum wire.

Wire runs over 85 feet must increase wire gauge to the next lower number. For example, a normal 20 amp breaker with two #8 AWG copper wires run over 85 feet would require you to go to two #6 AWG copper wires.

Assembling Your Sauna

OD-300 Assembly

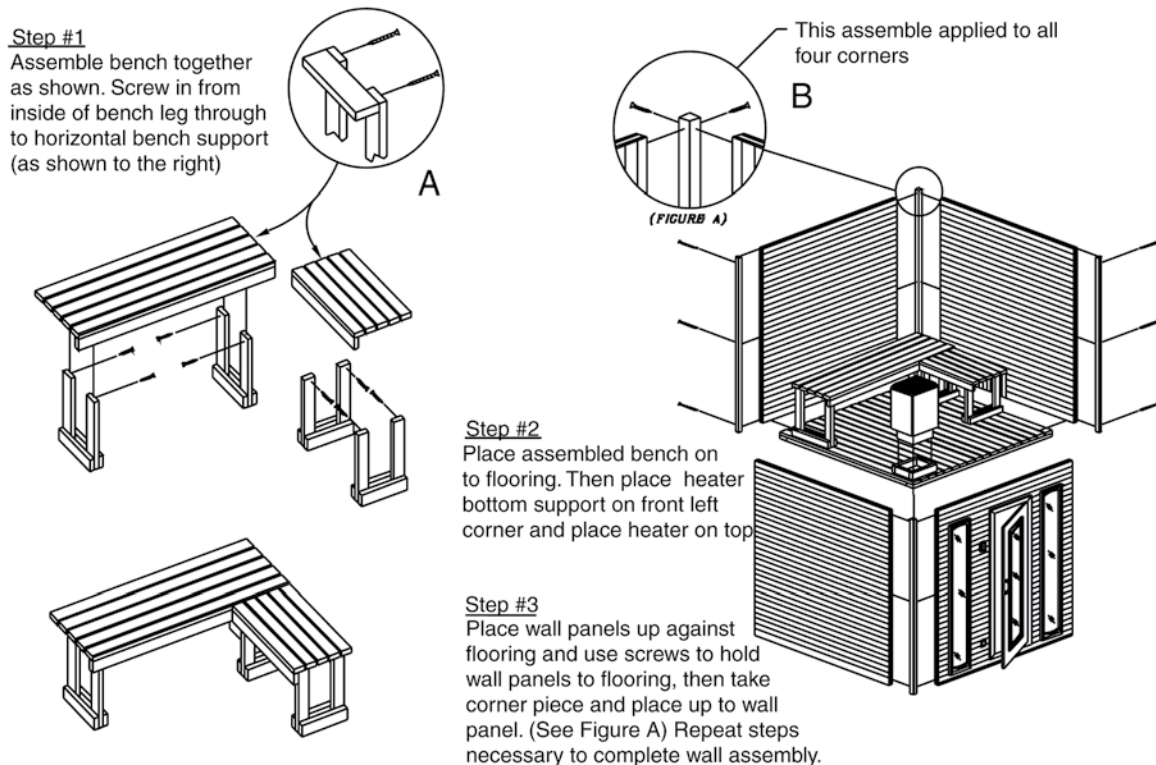
Remove the packaging panel marked "OPEN THIS END" first to access the contents. Once the panel is removed, unscrew the cross-member support from inside the crate. Remove the contents from the crate and assemble in a place with adequate room.

Tools required: Portable drill, screw driver, rubber mallet

The assembly of this sauna will require at least three people. The panels, roof top and roof assembly are heavy and difficult to lift by only one person.

1. Assemble the bench. Screw the legs into the underside cross-support of the bench. After assembling the bench, place the bench on the wooden flooring of the sauna.
2. Place the heater bottom support on the front left corner and place the heater on top of the heater support.
3. Place the wall panels against the flooring and attach the panels (with the provided screws) to the flooring. Attach the center pieces and place between the two front and two back panels. Then place the corner piece and attach it to the wall panels.

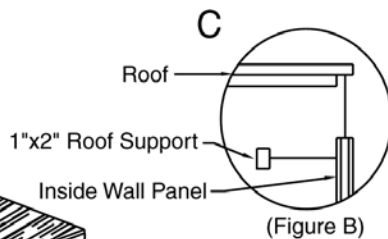
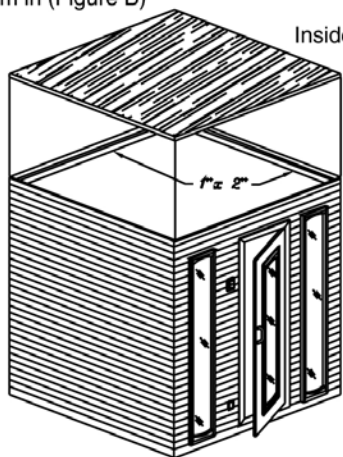
Repeat these steps, as necessary, to complete the wall assembly.



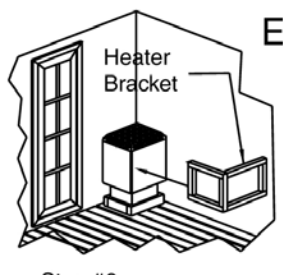
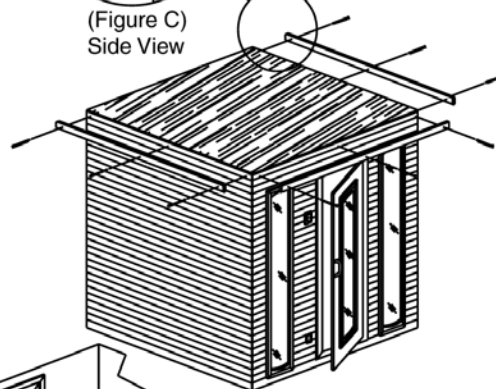
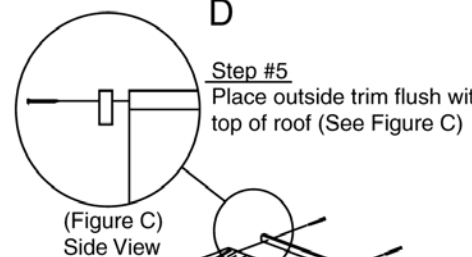
4. Place roof top panel onto the wall panel assembly. Place the 1" x 2" roof supports, inside the sauna, up against the roof top.
5. Place the outside trim piece(s) flush with top of the roof.
6. Place the heater bracket around the heater and secure it in place.

Step #4

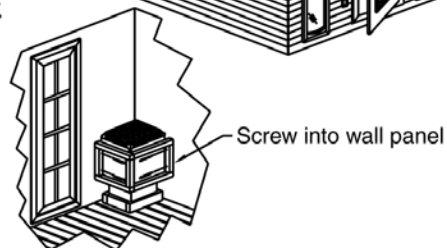
Place roof top on to wall panels. Then place 1"x2" roof supports inside sauna up against roof top as shown in (Figure B)

**D****Step #5**

Place outside trim flush with top of roof (See Figure C)

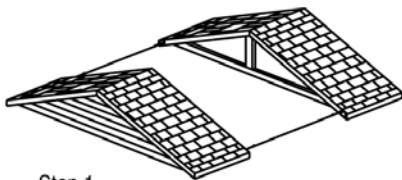
**Step #6**

Place heater bracket around heater and screw into place



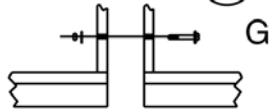
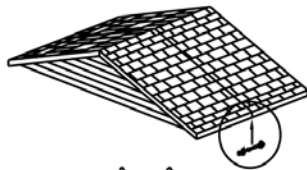
WARNING: IT WILL TAKE TWO OR MORE PEOPLE TO INSTALL THE ROOF TOP. DO NOT ATTEMPT TO LIFT IT BY YOURSELF.

7. Take each roof section and place side-by-side. Make sure the cross-beams are exposed and facing each other. There are pre-drilled holes at each end of the roof sections; make sure these holes line up.
8. Place one bolt with one washer and slide into pre-drilled hole. Place a nut and washer on the other end of the bolt and tighten.
9. Begin placing single-sided composition shingles on the bottom of the roof and nail into place. Then place double composition shingles directly over single shingles. Repeat this process until both sides are completely done.
10. Place the last shingle in the middle of the two piece roof and nail into place.

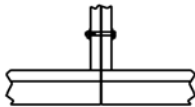


Step 1

Take Roof Halves And Place Side By Side As Shown With Exposed Rafters Facing Inward Toward Each Other. Align Pre-Drilled Holes Together.

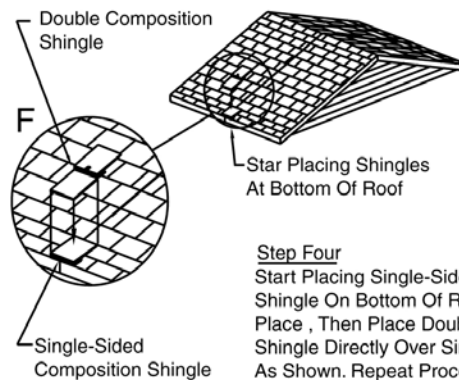


Sectional View Of Roof Connection



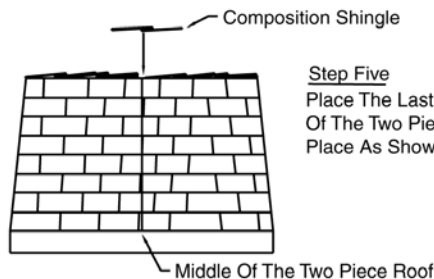
Step Two

Take Bolt With One Washer And Slide Into Pre-Drilled Hole And Place Other Washer And Nut On To Bolt And Tighten (On Each Side)



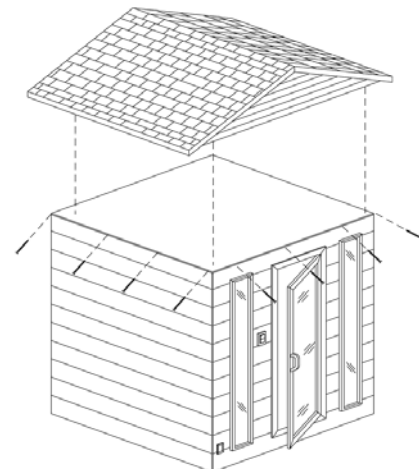
Step Four

Start Placing Single-Sided Composition Shingle On Bottom Of Roof And Nail Into Place , Then Place Double Composition Shingle Directly Over Single Shingle As Shown. Repeat Process On Both Sides Until You Reach The Top



Step Five

Place The Last Shingle In The Middle Of The Two Piece Roof And Nail Into Place As Shown.

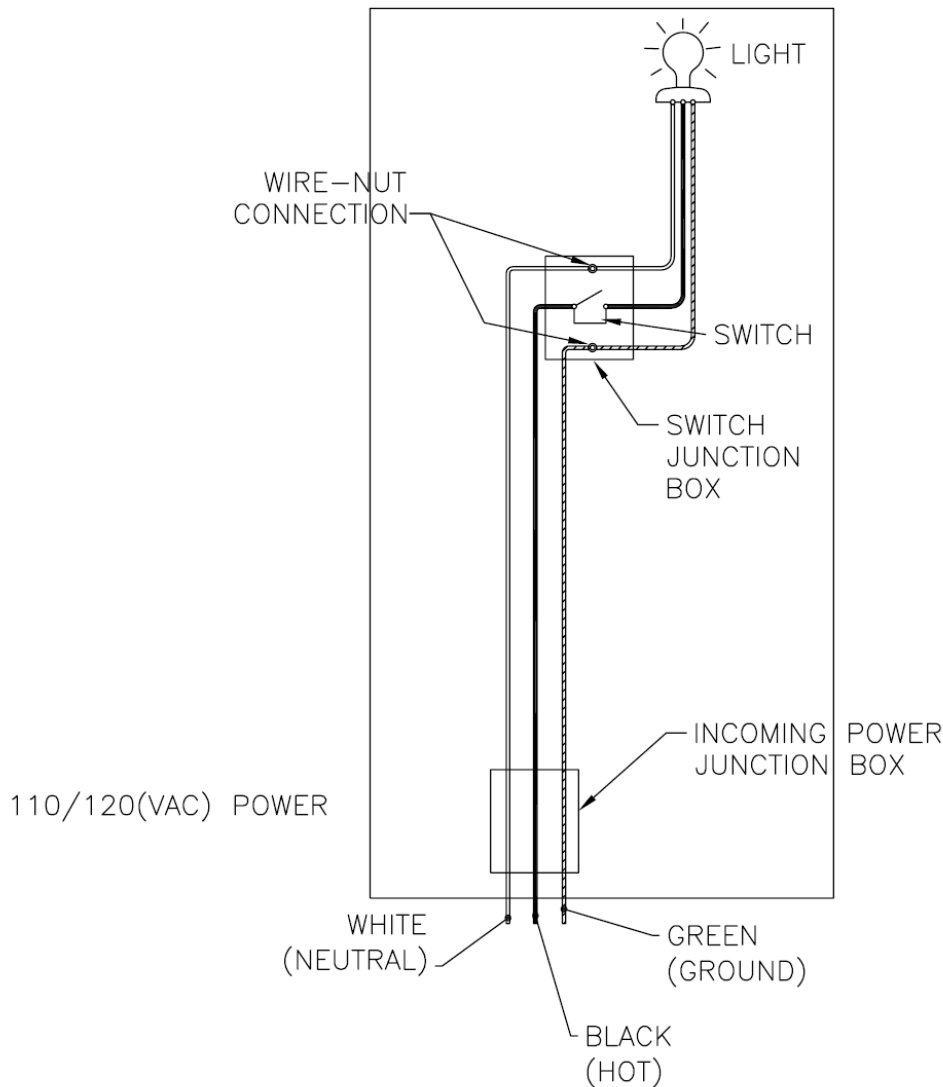


Light Installation (Inside and Outside)

NOTE: It is advised that all electrical connections be made by a licensed electrician.

Use the decorative light for the outside. Attach the black wires to each other and attach the white wires to each other. Tuck the excess wires into the junction box and tighten the mounting screws. A 100W light bulb is recommended for outside use.

Use the gray, commercial-grade light for the inside. Attach the black wires to each other and attach the white wires to each other. Tuck the excess wires into the junction box and tighten the mounting screws. A 60W soft-white light bulb is recommended for inside use.



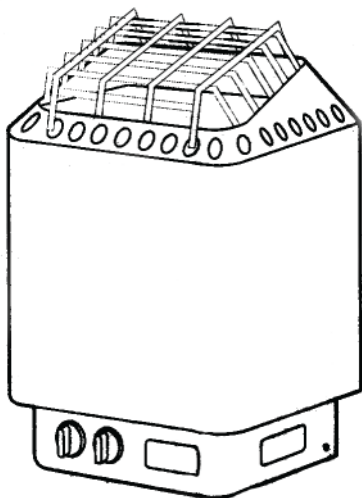
Heater Electrical Installation

The electrical heater is UL approved for permanent installations and electrical connections. Built with splash proof construction, the conducting parts are protected against water. All wiring must be performed in accordance with local codes. The heater is wall mounted and has built-in controls.

Electrical installation must be made by a licensed electrician in accordance with the National Electrical Code and local regulations.

Remove the heater's electrical box cover and connect the feed with wires to the terminal block. Use only copper wire, suitable for a minimum of 90 degrees C (194 degrees F).

Dimensions	Voltage	Amps	Wires
16" width 11" depth 23" height	220V	17.5	Two 8 AWG wires



Mounting the Sauna Heater

Using the heater mounting bracket as a guide, drill four 1/8" holes to fasten the bracket on the wall. Attach the bracket with the 1/4" x 1 1/2" screws supplied with the heater. The screws must be threaded through the wall into a framing member or backing board to hold the heater weight.

The heater is reversible. You can choose to locate the heater timer and thermostat controls on either the right or left side for easy operation. To reverse the heater, simply remove the rock guard from the top of the heater, rotate them and reinstall.

Line up the four holes at the bottom of the heater with four lugs on the mounting bracket. Push the heater gently towards the wall, so the lugs of the mounting bracket pass through the four holes in the heater. Fasten the heater to the mounting bracket using the two #8 sheet metal screws provided with the heater.

Heater Rock Placement

The rocks supplied with the heater have been chosen to provide the best heater performance. Use of any type of rock other than those provided will void the heater's warranty. Never operate the heater without rocks in place.

Rinse the rocks with water before placing them in the heater. Place the larger rocks at the bottom and the smallest at the top. Place the rocks loosely so that air can circulate through the heater. Packing the rocks too tightly may cause the heater high limit switch to trip. The rocks must fully cover the heating elements. Attach the guard with the screws provided.

Operating Your Sauna

Safety Precautions

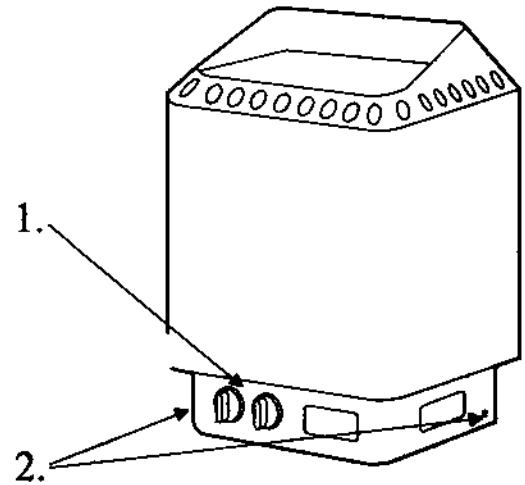
Review all the health and safety instructions. If in doubt as to the advisability of using your sauna, consult your physician. If you feel light-headed or heat-exhausted during a session, exit the sauna immediately.

- Select the desired temperature and adjust the thermostat accordingly.
- Allow approximately 10-15 minutes for the sauna to warm-up before beginning a session.
- Perspiration will begin 10-15 minutes after stepping into the unit. We recommend that a sauna session does not exceed 30 minutes.
- When the temperature reaches the level set on the thermostat, the heaters will turn off and on periodically to maintain the desired temperature level inside of the sauna.
- The front window or ceiling vent can be opened at any time to introduce fresh air into the sauna.
- Always drink plenty of water before, during and after a sauna session. Doing so will replenish lost fluids from the body through perspiration.
- 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 stain or warp the wood. A shower after the session is refreshing and rinses perspiration from the body.
- To absorb perspiration and keep the sauna clean during a session, place a towel on the bench and floor of the sauna. Keep one towel on hand to wipe excessive sweat from your body.
- The interior of the sauna is made of the finest softwood. It is very 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, wipe the wood with a damp cloth to minimize the aroma.

Heater Controls

The numbers in the figure below indicate that the user can change the location of the controls:

1. Remove knobs.
2. Remove screws on the side of the heater.

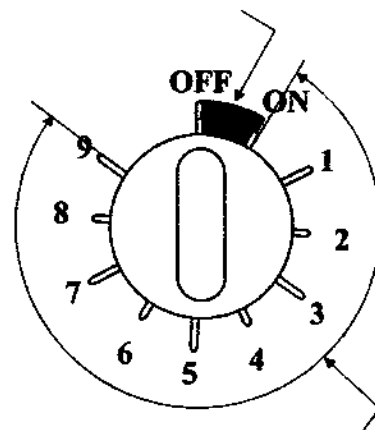


Operating Zone For 9-Hour Delay Timer

The area from "OFF" to "ON" is the operating zone. This is the only time the heater is on.

Delay Zone

The area from "9" to "ON" is the delay zone. This means the heater can be programmed to come on up to nine hours later.



How to Take a Sauna

- When taking a sauna, allow for time to relax.
- Remove clothing and jewelry. If required, wear a towel loosely.
- After 10 minutes or when perspiration begins, leave the sauna and relax in the dressing area. Follow with a cool shower.
- Cooling time should equal time spent in the sauna. Enter the sauna room again and stay 5 or 10 minutes.
- Repeat the cycle two or three times, ending with a brisk shower. Rinse in cool water.
- Dress when completely dry and perspiration has stopped.

Some bathers enjoy the soothing effect of steam by splashing water on the heated sauna rocks. Use only one dipper full (approximately 1/2 cup / 236 ml) at a time and take care to keep clear of the steam as it rises off the rocks.

Do not pour chlorinated pool or spa water on the heater or corrosion damage may result.

Do not smoke, exercise or drink alcoholic beverages in the sauna room.

Appendix

Cleaning and Maintenance

A sauna requires little care and virtually no maintenance at all.

When finished using the sauna, propping the door open will allow good air flow to dry out all of the wood surfaces. Deckboards can be lifted up to dry.

A double layer of terrycloth should be used on the top bench for comfort as well as for keeping the top bench clean from all perspiration. The terrycloth can be washed occasionally.

Under normal conditions, a slight wash of the floor several times a year will maintain its cleanliness. The benches can be washed with a mild solution of liquid cleaner and water to remove any build-up and perspiration stains from the wood. Never use ammonia or harsh cleaners, as they can turn the wood grey.

Some swelling or shrinkage can occur in the door depending on the seasons and the moisture levels in the home. The friction door catch can be removed and the pressure-setting adjusted at any time.

The light bulb can be replaced by any 40 or 60 watt light bulb of any color, including white. Amber/orange colored light bulbs are the most ideal for a soft, warm and comfortable light. A shorter bulb life is normal for sauna lights. One suggestion is to use a rough service bulb, which is the type used in automotive trouble lights. These light bulbs tend to have a longer life span.

Heater Maintenance

Heaters usually require little or no regular maintenance. To clean the stainless steel outer shell, use a soft cloth with a mild, non-abrasive cleaner. Never use steel wool, as it will leave iron particles and create rust stains. Never disassemble the heater or open the electrical box. This should be done by a qualified technician.

The granite rocks may need to be replaced in 6 to 10 years. In many cases, the rocks will last up to 15 years.

Accessory Maintenance

The wooden bucket should always be taken care of. When not in use, store the bucket, after it has been thoroughly cleaned. Avoid leaving metal buckets on the top bench, as they can get hot to the touch. Also avoid putting the bucket close to the ceiling, as heat rises.

Warning!

Never use or apply any type of sealant, finish, coating or oil to the interior surfaces of your sauna. The high temperature in your sauna may cause the release of harmful, or even fatal, toxic fumes.

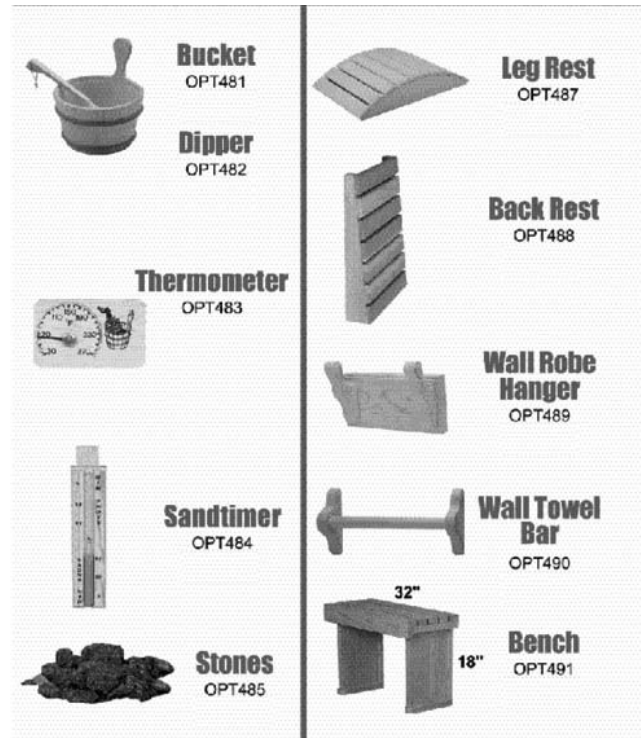
Troubleshooting Guide

PROBLEM:	There is no power.
SOLUTION:	<ol style="list-style-type: none"> 1. Make sure that both ends of the power cord are securely plugged in to their respective power outlets. 2. Make sure that the circuit breaker has not been tripped.
PROBLEM:	House breaker/fuse is tripping.
SOLUTION:	<ol style="list-style-type: none"> 1. Make sure that the amperage of the breaker is the same as the amperage for the sauna. 2. Make sure that the circuit is not overloaded by running any appliances on the same circuit.
PROBLEM:	There is no power to the sauna or the radio/CD player.
SOLUTION:	<ol style="list-style-type: none"> 1. Make sure that the main power cord is plugged securely into the wall outlet. 2. Make sure that the house circuit breaker for that line is not tripped. 3. Lift open the power supply cover. make sure the other end of the main power cord is plugged into the male outlet on the power supply.
PROBLEM:	The CD player is on, but there is no sound coming from the speakers.
SOLUTION:	<ol style="list-style-type: none"> 1. Remove the speakers and make sure the speaker cables are plugged securely into the speaker jacks. 2. Remove the four mounting screws from the plastic console where the radio/CD head unit is located. Pull the radio/CD out and ensure that all connections in the back are secured firmly to the radio/CD head unit. 3. Refer to the instruction manual for the radio / CD player to and check to see that the volume is not turned all the way to zero.
PROBLEM:	Sound only comes from one speaker.
SOLUTION:	<ol style="list-style-type: none"> 1. Remove the speakers and make sure the speaker cables are plugged securely into the speaker jacks. 2. Remove the four mounting screws from the plastic console where the radio/CD head unit is located. Pull the radio/CD out and ensure that all connections in the back are secured firmly to the radio/CD head unit. 3. Refer to the instruction manual for the radio / CD player and check to see that the sound balance is not turned all the way to one side.
PROBLEM:	CD is playing correctly, but the radio doesn't tune in stations clearly.
SOLUTION:	<ol style="list-style-type: none"> 1. Make sure that the antenna is out as far as it will go and move it around until stations come in clearly. 2. Remove the four mounting screws from the plastic console where the radio/CD head unit is located. Pull the radio/CD out and ensure that all connections in the back are secured firmly to the radio/CD head unit. 3. Make sure the antenna is securely plugged into the antenna jack on the radio.
PROBLEM:	Radio/CD player is not working properly
SOLUTION:	<ol style="list-style-type: none"> 1. Make sure that the radio faceplate is seated securely. 2. Remove the four mounting screws from the plastic console where the radio/CD head unit is located. Pull the radio/CD out and ensure that all connections in the back are secured firmly to the radio/CD head unit. 3. Check the fuse for the radio. (Refer to the radio Owner's Manual on how to remove it)

Accessories

The following is a list of all the accessories that you can use with your Cal Sauna. If you wish to order an accessory, feel free to contact your dealer with the desired part name and part number, or visit www.calheat.com.

If you choose to have wooden flooring added to your sauna, the following information will aid you during the ordering process.



Replacement Parts

The following section contains the part numbers that will be needed for your reference in the event that parts need to be ordered.

OD-300		
Description	Part Number	Quantity
FRONT PANEL, 69"X83", ASPEN	W0027100201	1
SAUNA LIGHT (PURCHASED COMPLETE)	LIT16000020	1
DOOR PANEL, 69"X83", ASPEN	W0027100204	1
SAUNA DOOR HANDLE	W0027100885	1
BACK PANEL, 69"X83", ASPEN	W0027100202	1
SIDE PANEL, 45"X83", ASPEN	W0027100203	1
TOP BENCH, 19 1/2"X68", ASPEN - H667	W0027306295	1
TOP BENCH, 19 1/2"X25", ASPEN - H667	W0027306235	1
BENCH SUPPORT (LEG X 4), 16 1/2"X16 1/2", ASPEN	W0027306236	4
CORNER CONNECTION, 2"X2"X82.5", ASPEN	W0027106842	4
PLUGS, FLAT, 3/8" WOOD, ASPEN	HAR13800320	6
SAUNA HEATER BASE, 10"X16", ASPEN	W0027306391	1
INSIDE FRAME, ROOF, ASPEN C467, S500, S200	W0027306239	2
OUTSIDE FRAME, ROOF, 1"X2"X28", ASPEN, C467, S500	W0027306240	2
SAUNA HEATER GUARD, ASPEN	W0027101211	1
TOP PANEL, 48"X72", ASPEN	W0027100205	1

Power Ratings

Standard electrical rating two power source: One for heater and one for light		Optional Options Electrical Ratings	
Service 1			
Heater ratings		CD player ratings	
Phase	1	Phase	1
Voltage	240 VAC	Voltage	120 VAC
Amperage	21.6 amps	Amperage	3 amps
Wire size	10-2 W/G	Wire size	14-3 W/G
Service 2			
Vapor proof light		LED lighting	
Phase	1	Phase	1
Voltage	120 VAC	Voltage	120 VAC
Amperage	1 amp	Amperage	1 amp
Wire size	14-2 W/G	Wire size	14-3 W/G

Interior Light

Manufacturer, Exceline
 100 Watts light bulb maximum
 120 Volts 60 Hz.
 cUL and UL listed File E80322
 Fixture luminarie Suitable for Wet locations
 Type A lamp

Exterior Light

Manufacturer, Hampton Bay
 100 Watts light bulb maximum
 120 Volts 60 Hz.
 UL listed A-178,320
 Incandescent luminarie suitable for wet locations

LIMITED WARRANTY

All Cal Heat Saunas are warranted to be free from defects in material and workmanship at the time of delivery.

1 Year Structural (Outdoor Saunas)

LMS warrants its Outdoor Saunas exterior siding against defects in materials and workmanship for a period of one year from the original date of purchase. All other Outdoor Sauna components are warranted against defects in materials and workmanship for a period of one year from the original date of purchase.

1 Year Sauna Structural (Custom Saunas)

LMS warrants its saunas against defects in materials and workmanship for a period of one year from the original date of purchase.

1 Year Sauna Equipment

LMS warrants factory installed equipment, including sauna heater, against defects in material and workmanship for a period of one year from the original date of purchase or otherwise specified by original manufacturer.

Extent of Warranty

This warranty applies only to products delivered in the United States or Canada and extends to the original purchaser at the original site of installation only. This warranty becomes valid at time of purchase and terminates either by specified time-frame listed above or by owner transfer or relocation.

Manufacturer Warranty

The electronics component warranty is extended through the manufacturer of the product including, but not limited to, stereos, lighting, or heater. Sauna stereo systems are delivered with their own manufacturer's warranty. For more information, please see their warranties in the owner's information package that was delivered with your sauna for more information.

Wood Accessories Warranty

LMS warrants towel racks and other small accessories against defects in material and workmanship at the time of delivery.

Warranty Performance

In the event of a malfunction or defect covered under the terms of this warranty, a factory authorized service agent of LMS will perform the necessary repairs. To obtain service, contact the authorized selling dealer. In the event the consumer is unable to obtain service

or satisfactory customer service from the authorized selling dealer or service agent, written notification must be given to the LMS Customer Relations Department within 30 days of reported failure. There will be no charge for parts or labor on a covered item. However, the authorized service agent may assess a reasonable travel or mileage charge per service call. If LMS determines that repair of a covered item is not feasible, LMS reserves the right to replace the defective merchandise with merchandise equivalent or equal in value to the original merchandise. In the event of any warranty replacement, all removal, replacement, installation, and shipping costs are the primary responsibility of the customer.

Warranty Limitations

LMS warrants the heater from defects in material and workmanship for a period of one year from the original date of delivery. This warranty does not apply if the sauna has been subject to negligence, alteration, misuse, abuse, repairs by non-LMS authorized representatives, incorrect installation, acts of God, and any other cases beyond the control of LMS. Examples of common acts invalidating this warranty include but are not limited to:

- Failure to use a wood protectant (e.g. linseed oil)
- Use of lacquer or paints
- Sauna accessories placed on non-approved surfaces (see owner's manual for more information)
- Outdoor applications (except Outdoor Saunas)
- Normal wear & tear and weathering

Seasonal checking and surface cracks are not considered defects in material or workmanship, as they are normal characteristics of all wood.

Warranty Exclusions

The Limited Warranty is void if the sauna has been subject to negligence, alteration, misuse, abuse, repairs by non-LMS authorized representatives, incorrect electrical installation, acts of God and any other cases beyond the control of LMS. Examples of common acts invalidating this warranty include but are not limited to:

- Use of the sauna in a non-residential application
- Scratches caused by normal use

- Damage caused by extreme weather conditions. (hot, cold, etc.)
- Damage caused by dirt, sand, and/or water damage
- Damage caused by direct sunlight
- Damage caused by continuous operation of the sauna with either known or unknown problems
- Damage caused as a result of failure to follow the operating instructions as defined in this owner's manual
- Damage caused by incorrect electrical installation, electrical brown outs, voltage spikes, or operation of sauna out of voltage range by more than $\pm 10\%$

This Limited Warranty applies only to saunas normally used for personal, family, or household purposes. This Limited Warranty specifically excludes commercial saunas.

Legal Remedies

This warranty gives you specific legal rights, and you may have other rights, which may vary from state to state.

Disclaimers

LMS shall not be liable for loss of use of the sauna incidental or consequential costs, expense or damages, which may include but are not limited to removal of permanent deck or other customer fixture or the necessity for crane removal. Any implied warranty shall have duration equal to the duration of the applicable warranty stated above. Under no circumstances shall LMS or any of its representatives be held liable for injury to any person or damage to any property, however arising.

Customer Service

For customer service, contact an authorized service agent immediately. If you do not know who your local representative is, contact the LMS Customer Relations Department at 1462 E. Ninth St Pomona, CA 91766, or call (800) 225-7727.

See your Cal Heat Sauna dealer for a copy of the applicable warranty, details and any questions you may have regarding the warranty coverage on your sauna.



Locating the product serial number

The serial number of your Cal Heat sauna is located on a metal plate attached to the lower side of the sauna. You will need this number to properly register your sauna and activate coverage. Write this information in the space provided below.

Sauna Model: _____

Sauna Serial Number: _____

Date Purchased: _____

Date Installed: _____

Dealer's Phone Number: _____

Dealer's Address: _____

CONTACT INFORMATION

For customer service, please contact your authorized dealer immediately. If you need additional information and/or assistance, please contact:

L.M.S. Customer Service Department
1462 East Ninth Street
Pomona, CA 91766.

Toll Free: 1-800-CAL-SPAS
Fax: 1-909-629-3890

www.calheat.com