SAUNA WARRANTY TERMS & CONDITIONS

1. Warranty Coverage

This warranty applies to sauna products supplied and installed by Techno Steam & Sauna. It is provided in addition to the consumer rights afforded under the South African Consumer Protection Act, 68 of 2008 (CPA).

Nothing in this warranty shall limit or reduce any rights available to the consumer under the CPA.

2. CPA Implied Warranty of Quality

In accordance with Section 56 of the Consumer Protection Act, all sauna products supplied by Techno Steam & Sauna carry an implied warranty of quality for a period of six (6) months from the date of installation.

Should the sauna fail to meet the standards prescribed by the CPA due to a manufacturing or material defect during this period, the customer may exercise their rights under the CPA, subject to inspection and verification.

3. Manufacturer's Extended Warranty

Subject to the terms and exclusions contained herein, the following warranty periods apply from the date of installation:

3.1 Sauna Heater

- Outer casing: 5-year warranty.
- Residential use: 12 months.
- The warranty covers manufacturing defects in materials.
- The warranty includes the replacement or repair of defective components, at the discretion of the manufacturer or supplier.

3.2 Control System and Electrical Components

- Digital controllers, thermostats, sensors, contactors, timers, heating elements and related electrical components: 6 months.
- The warranty covers manufacturing defects only.

3.3 Sauna Cabin and Timber Components

- Timber wall panels, benches, backrests, trim and structural timber components: 12 months.
- The warranty covers manufacturing defects, splitting beyond normal tolerances, and structural defects resulting from defective materials.

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3.4 Installation Workmanship

- Installation workmanship performed by Techno Steam & Sauna: 12 months.
- The warranty covers defects arising directly from improper installation carried out by authorised company personnel.

4. Conditions of Warranty

This warranty is valid only if:

- The sauna has been installed by Techno Steam & Sauna staff.
- The sauna has been used solely for its intended purpose.
- The sauna has been operated in accordance with the operating instructions provided.
- Routine cleaning and maintenance have been carried out.
- The electrical supply complies with all applicable electrical regulations and specifications.
- Any repairs or modifications have been carried out by Techno Steam & Sauna staff.

5. Natural Characteristics of Timber

The customer acknowledges that timber is a natural product and may exhibit the following characteristics:

- Minor cracking or checking.
- Colour variation.
- Knots.
- Grain variation.
- Expansion and contraction due to environmental conditions.

These characteristics are normal and shall not be regarded as defects.

6. Warranty Exclusions

This warranty does not cover:

6.1 Improper Use

- Commercial or public use where the sauna was supplied for residential use.
- Abuse, misuse, negligence, vandalism or accidental damage.
- Operation outside the recommended temperature ranges.

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6.2 Electrical Supply Issues

- Incorrect voltage supply.
- Power surges.
- Lightning damage.
- Electrical damage related to load-shedding.
- Electrical faults originating from the property's electrical installation.

6.3 Environmental Conditions

- Water ingress.
- Flooding.
- Moisture damage caused by building defects.
- Corrosion caused by coastal or other aggressive environments.
- Damage resulting from inadequate ventilation.

6.4 Unauthorised Repairs or Modifications

- Repairs carried out by unauthorised persons.
- Modification of heaters, controls, wiring or the sauna structure.
- Installation of non-approved replacement parts.

6.5 Normal Wear and Tear

- Lamps and light fittings.
- Cosmetic deterioration.
- Surface discolouration.
- Timber ageing and weathering.
- Consumable components.

6.6 External Causes

- Fire.
- Acts of God.
- Natural disasters.
- Chemical exposure.
- Pest infestation.
- Structural movement of the building.

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7. Warranty Claims Procedure

To submit a warranty claim, the customer must:

1. Notify Techno Steam & Sauna in writing as soon as the defect becomes apparent.
2. Provide proof of purchase and installation.
3. Provide photographs or videos, where requested.
4. Allow reasonable access for inspection and assessment.

Failure to provide reasonable access may delay the processing of a claim.

8. Assessment of Warranty Claims

Techno Steam & Sauna reserves the right to inspect the sauna before approving any warranty claim.

Existing lead times apply to warranty claims, and attendance may take a reasonable amount of time.

Where an inspection determines that the fault is not covered by the warranty, the customer may be charged for:

- Call-out fees.
- Travel costs.
- Labour.
- Replacement parts.

A quotation will be provided before any chargeable repairs are undertaken.

9. Limitation of Liability

To the extent permitted by law, this warranty covers only the repair or replacement of defective products or components.

Techno Steam Sauna & Jacuzzi shall not be liable for:

- Consequential damages.
- Loss of use.
- Loss of profits.
- Accommodation costs.
- Indirect or incidental damages arising from the use of, or inability to use, the sauna.

Nothing in this clause shall limit any rights afforded to consumers under the Consumer Protection Act.

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10. Warranty Registration

To activate the manufacturer's warranty, the customer must complete and return the Warranty Registration Form within 30 days of installation.

Failure to register shall not affect the customer's rights under the CPA, but it may affect eligibility for extended warranty benefits beyond the CPA period.

Customer Name: _____

Installation Address: _____

Installation Date: _____

Invoice Number: _____

Customer Signature: _____

Date: _____