


Outdoor Traditional Sauna · 3 Person and 4 to 5 Person

# Installation and user manual.

Assembly, operation, care and warranty.

Welcome

# Thank you for choosing Nordhaus.

Please read these instructions carefully before use and keep them in a safe place for future reference. This manual covers the 3 Person and the 4 to 5 Person Outdoor Traditional Sauna.

TWO PEOPLE REQUIRED

Installing the sauna requires a minimum of two people. Do not attempt to install the sauna by yourself, as this can easily result in damage.

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1. Your sauna

# Every detail, in one place.

| | 3 PERSON | 4 TO 5 PERSON |
|---|---|---|
| External size | 157cm wide x 161cm deep x 213cm high | 201cm wide x 172cm deep x 213cm high |
| Top bench | 142cm wide x 50cm deep x 92cm high | 186cm wide x 50cm deep x 92cm high |
| Bottom bench | 142cm wide x 40cm deep x 46cm high | 186cm wide x 50cm deep x 46cm high |
| Seating | Up to 3 adults | 4 to 5 adults |
| Heater | Harvia The Wall 6kW electric heater, black steel | Harvia The Wall 9kW electric heater, black steel |
| Circuit | Dedicated circuit, installed by a licensed electrician. Three phase: 3 x 10A. Single phase: 35A. These are Harvia recommendations. Final cable size is decided by your electrician on site. See page 11. | Dedicated circuit, installed by a licensed electrician. Three phase: 3 x 16A. Single phase: 50A. These are Harvia recommendations. Final cable size is decided by your electrician on site. See page 11. |
| Temperature | Up to 110°C | |
| Heat-up time | Approximately 30 to 45 minutes | |
| Controls | Harvia Fenix WiFi touch panel with MyHarvia app | |
| Door swing | 59cm radius. Keep this clear at the front. | |
| Rear clearance | Allow up to 20cm behind the sauna for airflow and the ventilation vents. | |

## What's included

- Harvia The Wall heater in black steel (6kW or 9kW, depending on model)
- Harvia Fenix WiFi touch panel
- Harvia Lux accessories set: black steel bucket, ladle and hourglass
- 20kg of Harvia Black Vulcanite stones

NOT INCLUDED

The heater power cable and the 12V LED driver for the internal lights are not included. They are supplied by your electrician. See pages 11 to 15 for the required specifications.

2. Installation

# Before you begin.

CAUTION

- No plumbing or plumbing fixtures should be placed in the sauna.
- Keep all liquids away from the heater's electrical components.
- Install the sauna on a completely level surface.
- Keep flammable objects and corrosive chemicals well away from the sauna.

PLACEMENT

For best long-term durability, install on a flat concrete slab, tiled surface or suitable pile foundation. The sauna sits on aluminium runners, so the entire base needs to be on a flat surface. Do not install directly on grass, soil or uneven ground.

PANEL LABELS

Each side panel has a white label showing its side and direction. The panel labelled "LEFT" goes on the left side of the sauna when viewed from the inside. The same applies to the other panels. The pictures in this manual are for reference. If your sauna differs in any way from the pictures, follow the same steps for your model.

## Assembly

1. Open the sauna packages in a spacious area.

2. Place the floor panel in the desired location.



3. Stand the back panel upright and seat it securely onto the floor panel.



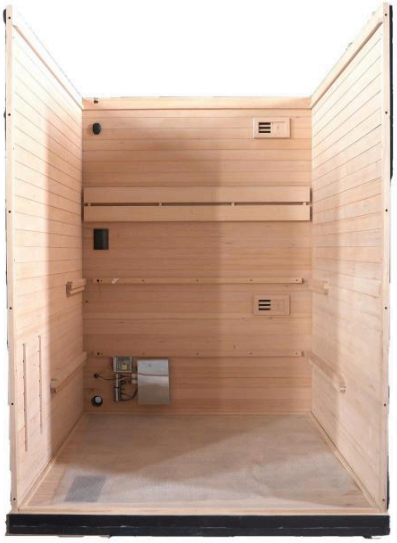
2. Installation

# Walls and front.

4 Position the right wall panel onto the floor panel in the same way and fix it with screws.



5 Position the left wall panel onto the floor panel in the same way and fix it with screws.



6 Install the front panel and the door handle.



2. Installation

# Bench and ceiling.

7 Install the bench seats and backrest, and connect the quick connection wires.





8 Install the inner ceiling panel.



2. Installation

# Roof and sealing.

**9** **Install the large outer roof and screw it down.**

The orange arrows in the photo show where the screw holes are for screwing the outer roof down.



**10** **Install the vents.**

The orange arrows in the photo show where the screw holes are for fitting each vent.



**11** **Apply silicone sealant down the joints where the side panels were joined to the back and front panels, as shown by the orange lines.**

RECOMMENDED SILICONE

Selleys 310g Black Roof and Gutter Silicone, available at Bunnings. See page 8.



2. Installation

# Recommended silicone.

For step 11 on page 7, we recommend Selleys Roof and Gutter Silicone in Black. It is made for outdoor roofing, so it seals out the weather, stays flexible and handles the sun, and the black finish matches your sauna.




RECOMMENDED FOR YOUR SAUNA

## Selleys 310g Black Roof and Gutter Silicone

Available at Bunnings.

bunnings.com.au/selleys-310g-black-roof-and-gutter-silicone_p1371151

Scan with your phone camera to open the product at Bunnings.

## How to apply it

1. Make sure the joints are clean, dry and free of dust before you start.
2. Cut the nozzle to suit the width of the joint and run a steady, even bead down each joint shown by the orange lines in step 11.
3. Smooth the bead straight away for a neat, watertight finish.
4. Let the silicone cure before it is exposed to rain. Check the tube for curing times.

## Congratulations, your sauna cabin is assembled.

Next, contact your electrician. See the following page.

2. Installation

# For your electrician.

NEXT STEP: CONTACT YOUR ELECTRICIAN

Now that the cabin is assembled, it is time to contact your licensed electrician. Your electrician completes steps 12 to 15: the power box and cable, the heater, the LED driver and the door sensor. The heater power cable and the 12V LED driver needed to operate the lights are not included and must be supplied by your electrician.

The electrical requirements, the 12V LED driver specifications and the Harvia system overview and connection diagrams for both the 3 Person and the 4 to 5 Person are on pages 11 to 15. The same wiring documents are also available in this Google Drive folder:

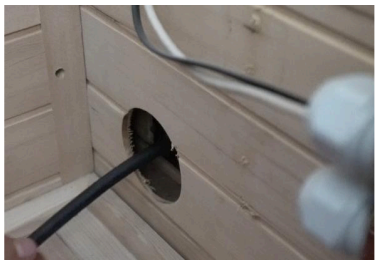
https://drive.google.com/drive/folders/1bDKeMNSGqQQ5GMnKcRMpVSnLqgINQk3z?usp=sharing

## 12 Install the power box and the cable.

The power box sits inside the cabin under the bottom seat. The heater power cable is supplied by your electrician.







## 13 Install and connect the heater.

Your sauna is supplied with a Harvia The Wall heater: 6kW for the 3 Person, 9kW for the 4 to 5 Person. Wire it to the electrical requirements on page 11, the system overview on page 13 and the connection diagrams on pages 14 and 15. Cable sizes are Harvia recommendations and a guide only, and the final size is decided by the electrician on site.

## 14 Install the LED driver.

The 12V LED driver that operates the lights is not included. It has to be supplied by your electrician, to the specifications for your model on page 12.

2. Installation

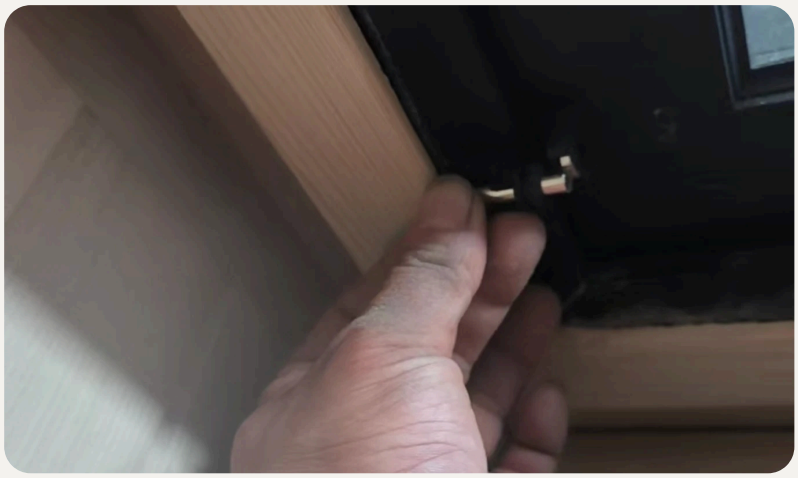
# For your electrician, continued.

### 15 Install the door sensor.

Refer to the Harvia manual for door sensor placement.

Run the door sensor cable along the path shown by the orange line in the photo.

There is a small wooden trim that the cable can be tucked into to hide it.





# Electrical requirements.

Heater supply for the Harvia The Wall heater and Harvia Fenix power unit (FX1104XC).
The 3 Person sauna has the 6kW heater and the 4 to 5 Person sauna has the 9kW heater.

LICENSED ELECTRICIAN ONLY

All electrical work must be completed by a licensed electrician in accordance with the Harvia installation manual, AS/NZS 3000, AS/NZS 3008 and all applicable local regulations.

The Harvia Fenix power unit must be permanently connected to the electrical supply and requires an all-pole isolating device suitable for overvoltage category III.

| | 3 PERSON · 6KW HEATER | 4 TO 5 PERSON · 9KW HEATER |
|---|---|---|
| Three phase supply<br>400/415V 3N~ | 3 x 10A<br>5 x 1.5mm² cable | 3 x 16A<br>5 x 2.5mm² cable |
| Single phase supply<br>230/240V 1N~ | 35A<br>10mm² cable | 50A<br>10mm² cable |
| Source | Harvia recommendations for The Wall SW60E (6kW) and SW90E (9kW) heaters: fuse rating and minimum power cable size. A dedicated circuit is required. | |
| Connection diagrams | System overview on page 13. Three phase 400V 3N~ on page 14. Single phase 230V 1N~ on page 15. | |

## Three phase, 400/415V 3N~

The figures above are Harvia recommendations for the heater fitted to each model. Harvia lists the FX1104XC as supporting a maximum heater output of 11kW, with a maximum three phase fuse rating of 3 x 16A.

## Single phase, 230/240V 1N~

The Harvia FX1104XC can be configured for single phase operation up to 9kW. A dedicated circuit is required.

HARVIA RECOMMENDATIONS, GUIDE ONLY

The cable sizes and circuit ratings in this manual are Harvia recommendations and are a guide only. Every installation is different and may require a different size cable. The final cable size, circuit protection and isolator rating are the decision of the licensed electrician on site, based on cable length, installation method, ambient temperature, insulation, grouping, voltage drop and applicable Australian wiring requirements.

Do not rely on a fixed conductor size for single phase installations without the electrician completing the required cable-sizing assessment.

2. Installation · For your electrician

# 12V LED driver.

This sauna requires a 12V LED driver for the lights to operate. The driver is not included and is supplied by your electrician.

WHERE IT GOES

The 12V LED driver is to be installed beneath the bottom bench, adjacent to the Harvia power box. While this area remains cooler than the upper sections of the sauna, we recommend using a driver rated to withstand above-average ambient temperatures, with final selection and installation completed by a licensed electrician.

3 PERSON

## Outdoor Traditional Sauna

| | |
|---|---|
| Lighting load | Approximately 70W |
| Required output | 12V DC constant voltage |
| Recommended driver capacity | Approximately 100W |
| Recommended model | MEAN WELL XLG-100-12 or equivalent |
| Output | 12V DC, up to 8A / 96W |
| Protection | IP67 |

Driver must be suitable for the measured temperature at the under-bench installation location and installed within the manufacturer's published temperature/load derating limits.

4 TO 5 PERSON

## Outdoor Traditional Sauna

| | |
|---|---|
| Lighting load | Approximately 90W |
| Required output | 12V DC constant voltage |
| Recommended driver capacity | 120W |
| Recommended model | MEAN WELL HLG-120H-12 or equivalent |
| Output | 12V DC, 10A / 120W |
| Protection | IP67 |

Maximum published case temperature: 80°C, subject to the manufacturer's temperature/load derating requirements.

## Equivalent drivers

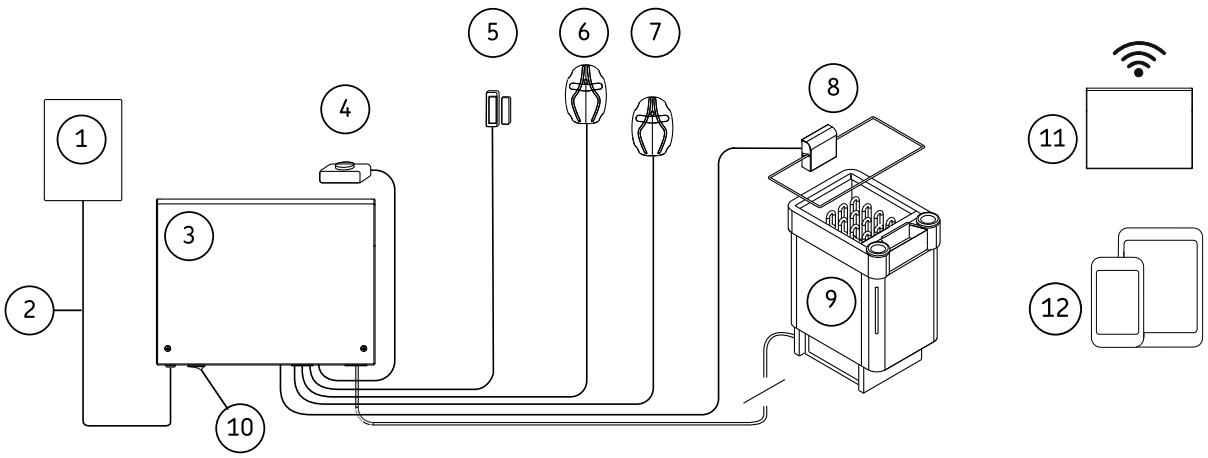
Equivalent drivers may be used provided they meet or exceed:

- 230 to 240V AC input
- Required wattage/current capacity
- Suitable Australian electrical approvals/standards
- 12V DC constant-voltage output
- IP67 preferred
- Suitable operating-temperature rating for the installed location

2. Installation · For your electrician

# System overview.

How the Harvia Fenix control panel, power unit, sensors and heater connect. This applies to both the 3 Person (6kW heater) and the 4 to 5 Person (9kW heater).




| | |
|---|---|
| 01 | Control panel Fenix |
| 02 | Data cable |
| 03 | Power unit |
| 04 | Remote start switch * |
| 05 | Door sensor for FX.... and CX1104XWIP, CX1104CXWIP |
| 06 | Heater sensor |
| 07 | Bench sensor: humidity and temperature sensor for FX1104CXC, CX1104CXW(IP) |
| 08 | Safety switch * |
| 09 | Sauna heater |
| 10 | Main switch on/off |
| 11 | WiFi router * |
| 12 | Mobile device + MyHarvia * |

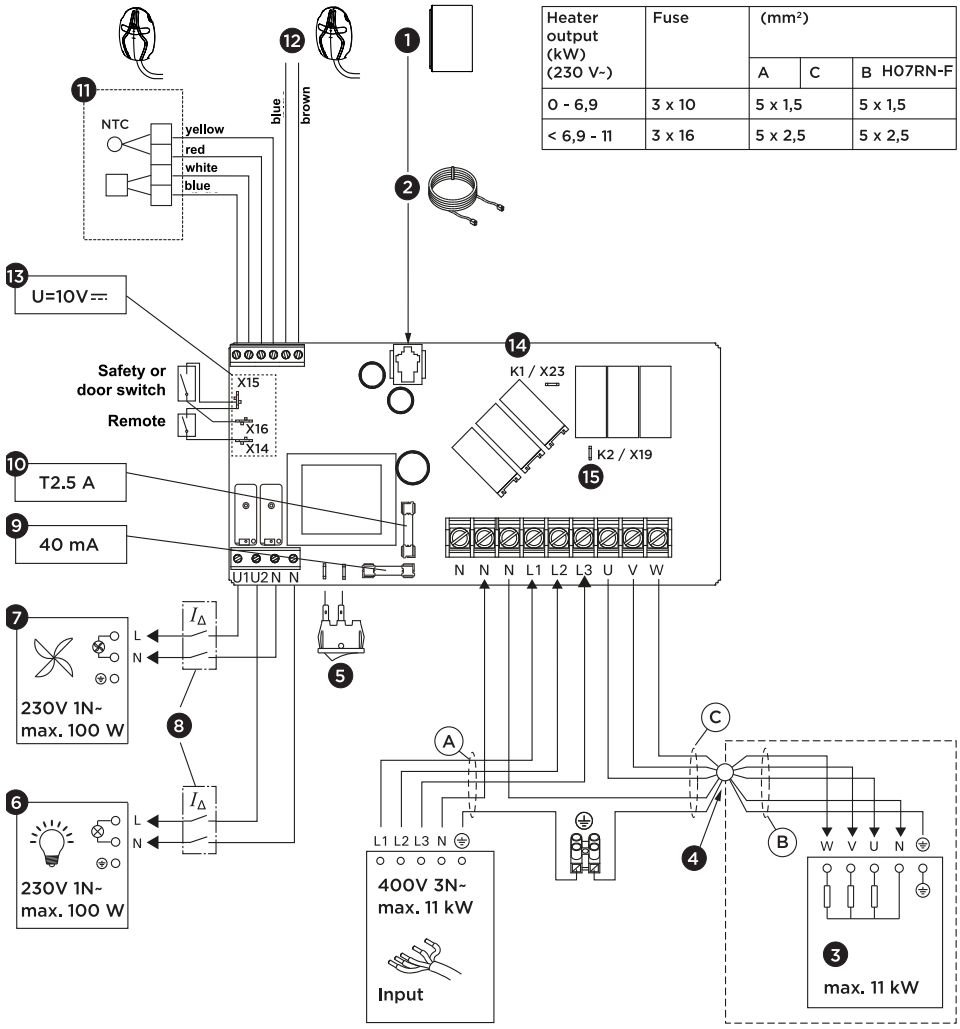
* Optional. Diagram source: Harvia Fenix installation manual.

WHERE TO FIND THE WIRING DETAIL

The terminal connections for each item are shown in the Harvia connection diagrams: three phase 400V 3N~ on page 14 and single phase 230V 1N~ on page 15. The door sensor is fitted in step 15 on page 10.

# Connection diagram: three phase.

| SUPPLY | 3 PERSON · 6KW | 4 TO 5 PERSON · 9KW |
|---|---|---|
| 400V 3N~, up to 11kW | 3 x 10A, 5 x 1.5mm² | 3 x 16A, 5 x 2.5mm² |

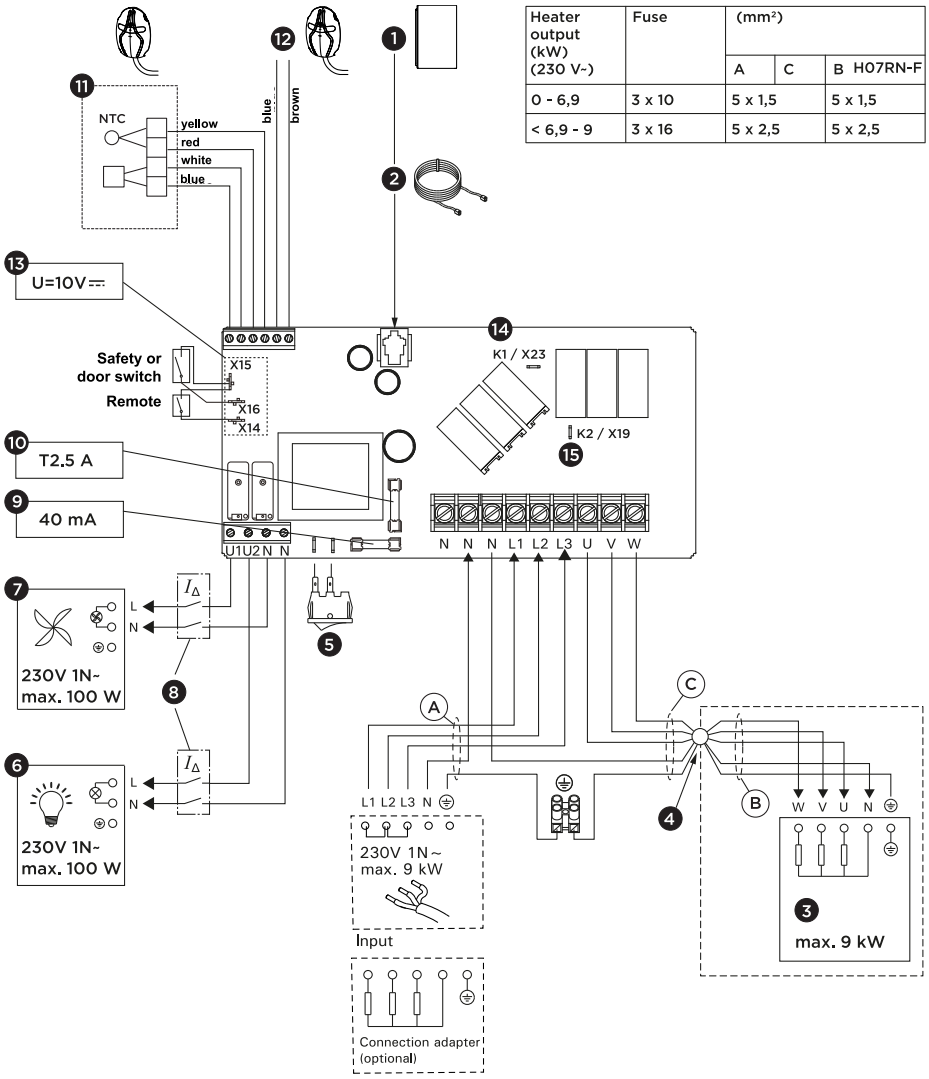



1. Control panel
2. Data cable
3. Heater
4. Junction box (optional)
5. Main switch
6. Lighting (optional)
7. Fan (Optional)
8. Residual current device
9. Fuse for electronic card (slow)
10. Fuse for relay outputs (ceramic, slow)
11. Heater sensor (Temperature sensor)
12. Bench sensor (optional)
13. Contacts for safety devices
    - X14: Remote activation switch on/off
    - X15: GND (common)
    - X16: Safety or door switch
14. K1 = ST1 Control of electric heating max. 100 W (Optional, must be fused if used)
15. K2 = U= ST2
    K1+W+U1+U2 = max. 3680 W (L1)

Diagram source: Harvia Fenix installation manual, connection diagram 400V 3N~ (FX1104XC, CX1104XW, CX1104XWIP). Cable sizes shown are Harvia recommendations and a guide only. Each installation may require a different size cable, and the final decision is made by the electrician on site. See page 11.

# Connection diagram: single phase.

| SUPPLY | 3 PERSON · 6KW | 4 TO 5 PERSON · 9KW |
|---|---|---|
| 230V 1N~, up to 9kW | 35A, 10mm² | 50A, 10mm² |




1. Control panel
2. Data cable
3. Heater
4. Junction box (optional)
5. Main switch
6. Lighting (optional)
7. Fan (Optional)
8. Residual current device
9. Fuse for electronic card (slow)
10. Fuse for relay outputs (ceramic, slow)
11. Heater sensor (Temperature sensor)
12. Bench sensor (optional)
13. Contacts for safety devices
    - X14: Remote activation switch on/off
    - X15: GND (common)
    - X16: Safety or door switch
14. K1 = ST1 Control of electric heating max. 100 W (Optional, must be fused if used)
15. K2 = U= ST2
    K1+W+U1+U2 = max. 3680 W (L1)

Diagram source: Harvia Fenix installation manual, connection diagram 230V 1N~ (FX1104XC, CX1104XW, CX1104XWIP). Cable sizes shown are Harvia recommendations and a guide only. Each installation may require a different size cable, and the final cable size, circuit protection and isolator rating are decided by the electrician on site. See page 11.

3. Using your sauna

# Safety first.

**DO NOT DRY RUN THE HEATER**

Dry running means operating the heater without pouring water on the stones. Dry running can cause your heater to overheat and break down.

**CAUTION**

01 Carefully inspect all wiring and connections before use.

02 Install a voltage regulator if the power supply is unsuitable.

03 The heater must be on its own dedicated circuit. Do not share it with other electrical appliances.

04 Do not use the sauna while under the influence of alcohol, drugs or medication.

05 Pregnant women and anyone with health concerns should consult their doctor before using the sauna.

06 Supervise children at all times to prevent accidents or injuries.

07 Do not leave the heater unattended while it is operating. Only pour water onto the stones.

08 Do not use the sauna to dry clothes or swimwear.

09 Do not place animals inside the sauna.

10 After 2 hours of continuous use, turn the sauna off and let it rest for one hour.

## Operating environment

| | |
|---|---|
| Relative humidity | 85% or below |
| Atmospheric pressure | 700 to 1060 hPa |
| Power | AC 240 V ± 22 V<br>50 Hz ± 1 Hz |

## Electrical

- The heater must be connected by a licensed electrician.
- 3 Person (6kW): three phase 3 x 10A, or single phase 35A.
- 4 to 5 Person (9kW): three phase 3 x 16A, or single phase 50A.
- These are Harvia recommendations. Full electrical requirements are on pages 11 to 15.
- The Harvia Fenix power box sits inside the cabin under the bottom seat.

3. Using your sauna

# Heater and controls.

Your sauna is heated by a genuine Harvia The Wall heater and controlled from the Harvia Fenix WiFi touch panel or the MyHarvia 2 app on your phone.

| | | |
|---|---|---|
| 01 | **Touch panel** | The Harvia Fenix WiFi touch panel is mounted on the back wall under the backrest, within reach while seated. See page 18. |
| 02 | **MyHarvia 2 app** | Check the temperature and heating time from your phone and get a notification when your sauna is ready. Starting the sauna from your phone needs Harvia's Control upgrade. See pages 19 and 20. |
| 03 | **Temperature** | Up to 110°C. |
| 04 | **Heat-up time** | Approximately 30 to 45 minutes. The panel learns how your sauna heats up and shows the time it will be ready. You can also set a ready time in advance. |
| 05 | **Session length** | 1 to 6 hours of operation, set from the Harvia touch panel or the MyHarvia 2 app. |
| 06 | **Stones** | 20kg of Harvia Black Vulcanite stones are included. These heat-dense stones hold temperature and create authentic löyly (steam) when water is poured over them. |
| 07 | **Ventilation** | 3-point passive airflow. An extra-large vent beneath the heater draws in fresh air and lets moisture drain out, while two back wall vents clear moisture after each session. There are no vents in the roof. |
| 08 | **Lighting** | Warm LED strip lighting. The lights need the 12V LED driver supplied by your electrician (see page 12). |

AFTER EACH SESSION

Wipe the benches and leave the door open to air dry after use.

# Harvia Fenix control panel.

The Fenix is a 4.3 inch glass touch screen. Everything you need for a session is on the home screen. Touch any item to open its settings.




Home screen with the Hot preset selected. Some items only appear when the matching accessory is connected. Grey symbols are switched off: touch them to switch them on. The panel asks you to confirm any change to a safety setting.

| | | |
|---|---|---|
| 01 | **Menu** | Settings, WiFi, screen lock and more. See page 21. |
| 02 | **Clock** | The current time. |
| 03 | **Preset** | Mild, Cozy or Hot. Use the arrows either side of the dial to switch. |
| 04 | **Temperature** | The temperature you have set. The panel also shows the current temperature inside the sauna. |
| 05 | **Heating time** | How long the heater will stay on. |
| 06 | **Heating ring** | Pulses while the heater is on. |
| 07 | **Ready at** | When the sauna will reach your temperature, or the start time you have set. |
| 08 | **Light and door** | Turn the lights on or off. A door symbol shows if the door is open. |
| 09 | **On / off** | Starts and stops the heater. |

## Start a session.

01 Check that there are no towels or other objects on or near the heater. Do this every time, including before using the timer or the app.

02 Choose a preset with the arrows: Mild, Cozy or Hot. You can change the temperature and time of each preset and they are remembered.

03 To change the temperature or time, touch it and use + and –, or move your finger around the dial.

04 Touch the power button. The ring pulses while the heater is on and the panel tells you when the sauna is ready.

05 To heat later, touch the timer and choose when you want the sauna to be ready. The panel learns your sauna's heat-up time and starts heating at the right moment.

3. Using your sauna

# WiFi and MyHarvia 2 app setup.

Connect your sauna to your home WiFi and the MyHarvia 2 app to check on it from anywhere and keep the panel's software up to date. Setup takes about 10 minutes.

BEFORE YOU START

- ◯ **2.4 GHz WiFi.** The Fenix cannot connect to a 5 GHz network. If your router uses one name for both, check its settings or ask your internet provider.
- ◯ **A plain network name.** Your WiFi name must not contain special characters.
- ◯ **A strong signal at the sauna.** Turn off mobile data, stand beside the sauna and check that apps load quickly. If not, add a WiFi extender.
- ◯ **The sauna is off and cool.** Pair only when the panel is below 40°C.
- ◯ **Bluetooth on.** Stay within 5 metres of the panel, and have your WiFi password ready.

1. **Download MyHarvia 2**
   Get MyHarvia 2 from the App Store or Google Play. Choose MyHarvia 2, not the older MyHarvia app. You can also scan the QR code the panel shows during setup.

2. **Create your account**
   Register and accept the terms. Harvia emails you a PIN code to confirm your account. Check your spam folder if it does not arrive.

3. **Start setup on the panel**
   On first power up the panel runs a setup wizard. Touch Start, then Set up by phone. If the panel is already set up, open the Menu and choose Connect to MyHarvia.

4. **Add your sauna in the app**
   In MyHarvia 2, add a device and choose Fenix.

5. **Pair and connect**
   Start pairing on the panel and in the app. Accept the Bluetooth pairing request, choose your home WiFi and enter the password.

6. **Finish the wizard**
   Follow the remaining steps on screen. If asked for the heater model, choose Harvia The Wall: 6kW for the 3 Person or 9kW for the 4 to 5 Person. The panel may update its software. Leave the power on until it finishes.

Prefer not to use the app? Choose Setup manually in the wizard and set the time, date, temperature unit and heater model on the panel. Harvia recommends connecting to WiFi at least once every three months so the panel gets the latest software and security updates.

3. Using your sauna

# Using the MyHarvia 2 app.

The app uses the same screens as your Fenix panel, so everything works the same way on your phone. Harvia offers the app in two levels.

CORE · FREE

### See your sauna.

- Current temperature and remaining heating time
- A notification 10 minutes before, and when, your sauna is ready
- Session history and usage statistics
- Automatic software updates for the panel

CONTROL · OPTIONAL UPGRADE

### Run your sauna.

- Start and stop the sauna from anywhere
- Change the temperature, presets and lights
- Invite everyone in your household to use it

A one-time fee paid to Harvia, with no subscription. New panels include a 3 month free trial. The licence stays with your control panel.

## Starting your sauna from your phone.

For safety, the sauna can only be started remotely after you have prepared it at the panel. Remote start needs the Control upgrade and the door sensor fitted by your electrician.

01 Check that there are no towels or other objects on or near the heater, and close the door.

02 On the panel, choose your preset or settings, then switch on remote operation. A 30 second countdown starts. Keep the door closed until it finishes.

03 The sauna is now ready to be started from the app. If anyone opens the door, remote start is blocked until you switch it on again at the panel.

EVERY TIME

Never start the sauna remotely unless you know the heater area is clear. Do not leave the door open or items on the benches near the heater.

App features and pricing are set by Harvia and may change. See harvia.com/en/myharvia-2 for the latest details.

3. Using your sauna

# Panel menu and WiFi troubleshooting.

Touch the menu icon at the top left of the home screen to reach these settings.

| | | |
|---|---|---|
| 01 | **Screen lock** | Set a PIN so the panel cannot be changed without it. After three wrong PINs, wait one minute before trying again. |
| 02 | **Control panel settings** | WiFi, language, units, display brightness, screensaver, touch sound, date and time, factory reset and the setup wizard. |
| 03 | **Sauna settings** | Maximum on time and what happens after a power cut. Leave power cut restart off unless you are home to check the heater. |
| 04 | **Information** | Software version and WiFi signal strength. |
| 05 | **Statistics** | Total on time, total bathing time and number of sessions. |
| 06 | **Connect to MyHarvia** | Connect or reconnect the panel to the app. |

## WiFi and app troubleshooting.

| PROBLEM | SOLUTION |
|---|---|
| The panel will not connect to WiFi. | Use a 2.4 GHz network with a strong signal at the sauna. The network name cannot contain special characters. |
| WiFi drops out during setup. | Check the network name for special characters. Your router must allow ports 8883, 443 and 8443 and internet time servers. Your internet provider can check this. |
| Pairing fails. | Turn on Bluetooth on your phone, stay within 5 metres of the panel and try again. Restarting your phone can help. |
| The panel turns off during setup or pairing. | The power unit is too warm. Let the sauna cool fully, below 40°C, and try again. |
| WiFi is not connected after a power cut. | Switch the sauna off at its isolator, wait a few seconds and switch it back on. |
| A software update takes a long time. | The WiFi signal is weak. Add a WiFi extender near the sauna. |
| The panel does not light up. | Check that the main switch on the power unit is on. If it still does not light up, ask your electrician to check the data cable. |
| The panel switches off while in use. | The panel or power unit may be too hot. Ask your electrician to check the installation. |

Still stuck? Call Nordhaus on 0401 696 261 or email sales@nordhaus.com.au.

3. Using your sauna

# Troubleshooting and maintenance.

## Troubleshooting

| PROBLEM | SOLUTION |
|---|---|
| The light has blown. | Replace the light. |
| The light and its socket are not connected properly. | Pull out the light and check the socket. Replace the socket if necessary, then plug the light back in. |
| The heater is not getting hot. | Have your electrician check the voltage and the wiring connection. |

If the problem continues, call Nordhaus on 0401 696 261 or email sales@nordhaus.com.au.

## Maintenance

01 Keep the sauna clean and free from odours.

02 Air out the sauna regularly by keeping the door and vents open when it is not in use.

03 Saunas that are used daily should be washed down at least once a week to keep them clean and the air fresh.

04 Regularly inspect the benches for any maintenance needs.

05 To clean the timber and remove perspiration stains, use warm water with soap or detergent and scrub with a brush.

06 Heavily soiled surfaces may need sanding. Use sandpaper wrapped around a wooden block for an even result.

07 Inspect the exterior cladding and seals once a year. The aluminium exterior requires no staining or sealing.

08 Rinse the aluminium cladding with fresh water periodically (monthly in coastal or high salt air locations) and clean it only with mild, non-abrasive products.

4. Warranty

# Warranty.

At Nordhaus, we stand behind the quality of our saunas. Every product is backed by a comprehensive warranty to ensure peace of mind.

| COMPONENT | RESIDENTIAL | COMMERCIAL | DETAILS |
|---|---|---|---|
| Cabin, aluminium exterior cladding and electrical components | 5 years | 1 year | Coverage applies to manufacturing defects in the sauna cabin structure, aluminium exterior cladding and integrated electrical components under normal residential use. Warranty excludes general wear and tear, cosmetic ageing and issues caused by incorrect installation, misuse or lack of maintenance. |
| Harvia heater | 2 years | 1 year | Coverage applies to manufacturing defects in the Harvia heater, WiFi control panel and associated electrical components under normal use conditions. Warranty excludes general wear and tear, incorrect electrical installation, power surges or misuse. After 12 months from delivery, warranty coverage is limited to replacement parts only and excludes labour or installation costs. |
| Harvia heater elements and WiFi control panel | 1 year | 1 year | Heater elements and the WiFi control panel are covered against manufacturing defects only. Warranty excludes normal deterioration from regular sauna use, mineral build-up, incorrect operation, environmental exposure, power surges or insufficient ventilation. |
| Accessories | 1 year | 1 year | Coverage applies to supplied accessories including buckets, ladles and similar items against manufacturing defects under normal use. Warranty excludes cosmetic wear, accidental damage and general wear and tear. |

CARING FOR THE ALUMINIUM CLADDING

Aluminium cladding should be rinsed with fresh water periodically (monthly in coastal or high salt air locations) and cleaned only with mild, non-abrasive products. Residue, staining or corrosion caused by salt, chemicals or airborne pollutants left on the surface is not covered under warranty.

AFTER 12 MONTHS

After 12 months from the date of delivery, warranty coverage is limited to replacement parts only and excludes labour or installation costs. Where an on-site visit is required once the parts-only period begins, a service call-out fee may apply. Contact us for current rates.

4. Warranty

# What's not covered.

## Outdoor sauna additional exclusions

In addition to the above, outdoor sauna warranties do not cover:

- Cosmetic ageing including fading, weathering, scratches or minor surface corrosion
- Coastal or salt-air exposure without reasonable maintenance and care, including regular rinsing and cleaning of aluminium cladding as outlined above
- Natural timber movement including expansion, contraction, checking or minor warping
- Water ingress, poor drainage or excessive moisture exposure caused by site conditions or installation
- Poor ventilation, mould or moisture-related issues
- Relocation or transportation of the sauna after assembly
- Commercial or high-frequency use outside the stated warranty period
- General wear and tear or consumable components

## All saunas

Our sauna warranty does not cover damage caused by:

- Incorrect installation or placement on an uneven surface
- Water damage to indoor models used outdoors
- Modifications, repairs or alterations not approved by Nordhaus
- Power surges, voltage spikes or incorrect electrical setup
- Neglect, misuse or not following the maintenance manual
- Freight damage after delivery
- Pests, natural disasters or events outside our control
- Transfer or resale of the product (warranty is non-transferable)

For the purposes of this warranty, commercial or high-frequency use includes use in a gym, spa, hospitality venue, short-term rental, share accommodation or any multi-household setting, or any use materially exceeding typical single-household frequency.

HOW TO MAKE A CLAIM

To lodge a warranty claim, email **info@nordhaus.com.au** or call **+61 468 376 486** (Mon to Fri, 8:00am to 4:00pm AEST). Please include your order number, a description of the issue and clear photos or video of the fault so we can assess and resolve your claim as quickly as possible.

YOUR RIGHTS

This warranty comes in addition to your rights under Australian Consumer Law. We're here to support you with honest, reliable service, and we'll do what it takes to get you back up and running.

4. Warranty

# Important conditions.

- This warranty applies only to the original purchaser and cannot be reassigned or transferred to another owner.
- The product must be installed, used and maintained in line with Nordhaus recommendations and supplied product instructions.
- All electrical work must be carried out by a licensed electrician and comply with applicable Australian electrical and safety regulations.
- Surface marks, cosmetic imperfections, minor scratches, fading and general ageing from normal use or outdoor exposure are not covered under warranty.
- As timber is a natural material, minor expansion, contraction, checking and movement may occur over time due to heat, humidity and changing weather conditions. These are considered normal characteristics and not product defects.
- Any damage present on delivery must be reported to Nordhaus within 48 hours of delivery, along with photos, before the item is used, assembled or installed. Freight damage reported outside this window may not be covered.
- Warranty periods begin from the original dispatch or delivery date of the product.
- Repairs or replacement parts supplied under warranty do not extend or renew the original warranty timeframe.
- Any damage resulting from moving, relocating or re-transporting the sauna after assembly is excluded from warranty coverage.
- It is the purchaser's responsibility to confirm compliance with any applicable council requirements, permits, building approvals or property regulations before installation.
- Any advice or recommendations provided by Nordhaus regarding installation or compliance should be treated as general guidance only and may not suit every location or application.
- Nordhaus is not liable for costs associated with electrical upgrades, crane hire, difficult site access, removal, reinstallation, site preparation, building modifications or third-party contractor expenses outside the terms of this warranty.
- Where a product is used in a commercial application (such as a gym, spa, wellness centre, hospitality venue or rental property), Nordhaus is not responsible for any downtime, loss of use, lost income or other business losses while the product is faulty, awaiting parts or being repaired, to the extent permitted by law.

**Disclaimer.** Nordhaus and its associates do not provide medical advice. Please consult a doctor for any medical guidance or advice. The information in this manual is provided for informational purposes only and should not be considered medical advice. We reserve the right to make changes to this manual without prior notice. Nordhaus cannot be held liable for any printing discrepancies. Colours may vary, and some models shown in this manual may include optional features.

Nordhaus. ABN 35 668 106 143. nordhaus.com.au

Your sauna details

# Keep a record.

Note your details here so they are on hand if you ever need to make a warranty claim.

| | |
|---|---|
| MODEL NO. | SERIAL NO. |
| OWNER'S NAME | TELEPHONE |
| ADDRESS | |
| ORDER NUMBER | DEALER'S NAME |
| PURCHASE DATE | INSTALLATION DATE |
| INSTALLATION STATUS<br><br>Signed _____ | |
| REMARKS | |