

## Barrel Sauna Warranty

Prepared by: Contractor: Barrel Sauna UK Email: [info@barrelsaunauk.com](mailto:info@barrelsaunauk.com) Website: [www.barrelsaunauk.co.uk](http://www.barrelsaunauk.co.uk)

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### Coverage

For the installation & delivery of Barrel Saunas provided by Barrel Sauna UK for customers.

*Warranty Duration: 2 years from date of purchase.*

- We will repair or replace any damages that occur during installation, or if products or parts arrive damaged. Replacements will match the original in type, quality, and function.
- If an incorrect part is delivered, we will re-order the correct part and re-install it at no extra cost.
- Any missing parts found after installation will be sent to you by post at no additional cost. If installation is required, we'll provide this service within the first month after installation.

### Warranty Conditions

- Contractor must be fully paid for the workmanship, and products must be installed.
- This Warranty does not cover damage to persons or property arising from product use.
- Any modifications or changes to products or materials used without prior written consent of the Contractor voids this Warranty.

### Electrics

Barrel Sauna UK is not responsible for electrical work related to wiring up the products. You'll need to hire a licensed electrician to handle this separately.

**Note:** Harvia covers the electrical components warranty independently.

## Payments & Refunds Policy

- All payments made for services/products provided by Barrel Sauna UK are non-refundable. Including any holds on deposits paid prior to order confirmation. If you cancel an order terms remain.
- Installation dates provided are estimations and no compensation is offered for any delays.

## Exclusions

This Warranty does not cover:

- Damage caused by negligence, misuse, or improper maintenance.
- Damage caused by conditions beyond our control (acts of god/nature, war, civil unrest).
- Changes or modifications made by unauthorized personnel.
- Damage due to poor maintenance leading to mold, mildew, or fungi growth.
- Failure to prepare the site as per our specifications before work commences.
- Costs related to removal and/or reinstallation of the work.

## Claims

- All claims must be submitted in writing within a reasonable time of the defect occurring.
- Claims should include photographic evidence and a description. Submit your claim ticket [here](#).
- The Contractor must be given an opportunity to investigate and remedy defects.

*Please Note:* After 28 days, a call-out charge will apply for required work, costs vary by location.

## Resolution

In the event of a problem, the Contractor will have a reasonable time to rectify it. Replacement parts, if needed, will be of the same type and quality as the originals.

## Non-transferable

This Warranty is non-transferable and void if property ownership is transferred before the warranty period expires.

## Agreed and Accepted

By making any payment for an order, the Client and Contractor agree to the terms of this Warranty.

*Thank you for choosing Barrel Sauna UK. For questions, contact us at Barrel Sauna UK.*

## Maintenance Recommendations for Your Outdoor Barrel Sauna Warranty

- Apply REMMERS HK stain annually to the exterior wood. This protects against moisture, fungus, and mold. Do not apply any other type of normal paint to thermo wood that you may use on other woods such as pine for example. You can also apply a paraffin oil as needed inside and out of the thermo wood to maintain rich color and lubricate/condition the wood.
- Ensure proper ventilation within your Barrel Sauna to prevent mold growth.
- Avoid leaving damp items like towels or bathing suits in the wooden structure.
- Regularly use your Barrel Sauna to minimize moisture buildup.
- Adjust stainless steel bands at least twice a year to allow for natural wood expansion and contraction.
- You may need to adjust the door hinge to allow for natural wood expansion and contraction after installation.
- Ensure the foundation is level for optimal performance of your Barrel Sauna.
- Avoid any improper use to prevent damage.
- Avoid using any harsh chemicals to clean the sauna, water and a soft sponge can be used. Avoid eating food or drinking sugary drinks inside the sauna as this may attract insects and mold.

Remember, all these guidelines are clearly stated in your warranty conditions for your benefit. Please be aware that failing to follow these instructions may invalidate the manufacturer's warranty.

It's important to understand that wood, especially in outdoor environments, requires regular maintenance to preserve its unique qualities.

*Thank you for choosing our Outdoor Barrel Sauna, and we trust it will provide you with years of enjoyment and relaxation. If you have any questions or concerns, please don't hesitate to reach out to us.*