

Hekla global warranty terms*

This warranty is only valid for Hekla Saunas ordered from 1st June 2026

Infrared and Traditional Saunas (Indoor)

- The Manufacturer shall provide a 2 year woodwork warranty with respect to the initial buyer of the Product against any potential manufacturing and material defects, and against rot and incipient decay to the exterior of the Product that would render the Product unusable (does not cover normal surface mould or discolouration that does not affect the structural integrity of the Product).
- 2 year warranty for electronic components, the heaters, and the infrared unit. Please note it is only 1 year for commercial use.
- The warranty period shall commence as of the delivery of the Product to the consumer. It shall be assumed that the date of delivery of the Product coincides with the date set out on the invoice submitted to the buyer of the Product.
- The warranty shall only be valid if the Product is purchased from the Manufacturer, the Manufacturer's official distributor Superior Wellness, or via the official sales channels, and provided that the buyer adheres to the installation instructions, user manual and maintenance instructions of the Product. Installation instructions are provided with the Product and/or available online.
- This warranty is for indoor use only. If the sauna is placed outdoors, it is void.

Barrel, Cube and Cabin Saunas (Outdoor)

- The Manufacturer shall provide a two-year warranty with respect to the initial buyer of the Product against any potential manufacturing and material defects, and against rot and incipient decay to the exterior of the Product that would render the Product unusable (does not cover normal surface mould or discoloration that does not affect the structural integrity of the Product).
- The warranty period shall commence as of the delivery of the Product to the buyer. It shall be assumed that the date of delivery of the Product coincides with the date set out on the invoice submitted to the buyer of the Product.
- The warranty shall only be valid if the Product is purchased from the Manufacturer, the Manufacturer's official distributor Superior Wellness, or via the official sales channels, and provided that the buyer adheres to the installation instructions, user manual and maintenance instructions of the Product. Installation instructions are provided with the Product and/or available online.

The Warranty does not cover

- Public and rental saunas (except upon special agreement)
- Damage caused during the transport of the Product, incorrect storage or the construction thereof (crushing, scratches, soot stains, filler/paint splatter, etc.)
- Damage caused due to the installation of altered (drilled, sawn or disassembled) extra details, incorrectly assembled Products and/or improperly used Products and extra details.
- Damage caused due to normal wear and tear when using the Product.
- Natural qualities of the materials used, including differences in wood grain or colour, rough surfacing, knots, cracks or splits that do not affect the structural integrity of the Product. Wood may crack or bend due to major fluctuation in humidity and temperature. This does not affect the functioning of the sauna and does not indicate that the timber is of inferior quality.
- Damage resulting from unforeseeable circumstances (e.g., vandalism, fire, flooding, etc.)
- Storage of an unassembled Product for more than one year.

- Products that have been stored in unsuitable conditions (excessive humidity, major fluctuation in temperature, temperatures higher than 120 degrees, etc.)
- Products that have been repaired during the warranty period by persons other than the Manufacturer or a person authorized by the seller.
- Lights, heaters or electrical components, glass window or glass door, or any products or components not produced by the Manufacturer or additional products or components that are offered by seller as an optional upgrade to the basic product offered by Manufacturer.
- Any damage caused by items listed in item above.
- To maintain warranty validity, the sauna must be installed on a stable, level surface with adequate drainage to prevent water pooling around the base. An improper base may result in faulty installation, potentially leading to operational issues not covered under this warranty.

The buyer shall waive the right to exercise the rights arising from warranty if they

- Have failed to duly and properly inspect the quantity, composition and quality of the Product upon the receipt thereof, if a deficiency of the Product could have been detected during a reasonable inspection. The buyer is obligated to inspect the quantity, composition and quality of the Product at the earliest opportunity after receiving the Product, and in all instances before commencing the assembly of the Product.
- All products require registering using the product registration form within 7 days of installation. Failing to register may invalidate the warranty. Please fill in all information requested. To register your Hekla sauna, please go to www.heklasaunas.com/support
- Have submitted false information to the seller or the Manufacturer in relation to the Product or an instance covered under warranty.

Large Replacement Items

- Due to their size, large replacement parts such as side panels are not eligible for free-of-charge shipping as standard. If the parts are required urgently, a shipment quote can be provided upon request.

Reporting of fault

In the event of a defect in the Product, the use of the Product must be stopped immediately, the seller of the Product must be contacted as soon as possible, and the following information and documents must be submitted:

- Product name or code
- Purchase invoice of the Product
- Serial number
- Installation date
- Description and photograph(s) of the defect.

How to make a warranty claim

To make a claim please contact your authorised Hekla Sauna dealer, who you purchased your Hekla Sauna from. They will make the claim on your behalf.

*Excluding Canada