



OWNER'S MANUAL
VERSION 11262021


sunlighten®
Custom





Congratulations!

You are now the owner of a Sunlighten custom sauna. With Sunlighten infrared light, you are empowered to improve your quality of life. Just follow our assembly instructions and sauna protocol to begin your wellness journey with the very best in infrared therapy.

WARNING:

Do not use this sauna to treat any health problems without consulting your physician. Sunlighten, Inc. does not provide medical advice, education or treatment. Our information should not be relied on in making decisions about your health. Always consult your physician for medical advice.



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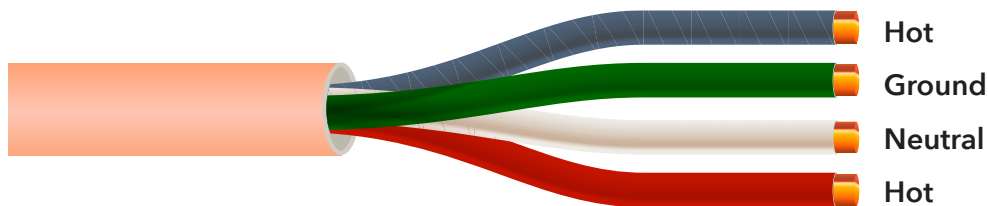
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A separate installation guide is included with your sauna.

Custom Sauna Specifications

Custom	
Power	240V 4800W 25A DEDICATED 240V 25A CIRCUIT REQUIRED



A true dedicated circuit consists of a circuit that runs from the sauna circuit board to the breaker box with its own switch in the breaker box and nothing else on the circuit. Plugging your sauna into your wall outlet with any other electrical device is not a true dedicated outlet and will hinder the sauna's ability to warm up properly and void your warranty.

It is important when installing the dedicated circuit for your unit not to include a GFCI (Ground Fault Circuit Interrupter) or AFCI (Arc Fault Circuit Interrupter). These are often installed in household electrical setups as a means of surge and arc protection, but will mistake the power operation of our units for these and trip the breaker, disrupting sauna use.



PRE-INSTALLATION

1. Have a certified electrician install a dedicated circuit for your sauna.
Failure to do so will void all warranty.
2. Do not place plumbing or plumbing fixtures in the sauna.
3. Keep all liquids away from the heating panels and electronics.
4. Install sauna in an area that is dry and protected from the weather.
5. Keep flammable objects and corrosive chemical substances away from the sauna.
6. Installation of the sauna in an area below standard room temperature can increase warm-up time.

WARNING

READ BEFORE OPERATING

To reduce risk associated with hazardous voltage & fire:

- Unplug the sauna from electrical outlet before storage or when not in use for expanded periods of time.
- Do not operate the sauna if it's not on a dedicated electrical circuit, or has a damaged power cord/plug.
- If the sauna is not working properly or an odor persists, immediately switch off the sauna circuit breaker.
- Do not leave the sauna unattended while turned on, or in use.
- Never cover holes or heater panels with towels, mats, garments, etc.

OPERATING INSTRUCTIONS

INSTRUCTIONS

1. Switch on sauna circuit breaker.
2. Press the On/Off button to turn on your sauna.
3. Top Display: Press arrow Up or Down to set desired session time (sauna heaters will automatically turn off when time has reached 0).
4. Bottom Display: Press arrow Up or Down to set desired temperature.
Note: Press both temperature arrows simultaneously to change from Celsius to Fahrenheit. After 5 seconds the display will show actual interior temperature.
6. With sauna turned off, press and hold the On/Off button to change sauna timer to 4-hour session time.

Control Functions	
1	Time Display
2	Time Control
3	Far Infrared Power
4	Temperature Display
5	Temperature Control



WARM-UP TIME & USAGE GUIDELINES

The controls are preset to 60 minutes at 165°F (74°C). This is the maximum temperature setting, as the actual temperature will not reach this during normal use. If the system reads a temperature exceeding the set temperature, it will deactivate the heaters to bring the air temperature back down under the limit. Our saunas are based on the infrared wavelength and not cabin temperature. Allow the sauna to warm-up for 30-45 minutes. The sauna heats up at an average of 1 degree per minute. Follow these steps for proper warm-up:

- Step 1:** Make sure your sauna is connected to a dedicated circuit installed by a certified electrician.
- Step 2:** Check the settings on the keypad. The default setting should be set to 151°F (66°C) and the timer set to 60 minutes.
- Step 3:** When turning sauna on for the first time, ensure each heater is warming up after a couple of minutes.

NOTE: If your sauna is outside or in an unheated garage, sun room, basement, or patio, it may require additional time to warm the sauna up. Warm time is impacted by the temperature of the surrounding surface and room.



**WARNING: The full-spectrum heaters are extremely hot.
Touching the heater or wooden frames may cause burns.
Do not place objects on or around the full-spectrum heaters.**

4-HOUR TIMER MODE

- Turn off the sauna.
- Press and hold the power button until the timer display reads “4h” (~15 seconds)
- The unit will now be in “4-Hour Timer” mode and will stay in that mode until the unit is powered off.

To cancel “4-Hour Timer” mode: with the unit off, press and hold the power button until the display turns on.

RESERVATION MODE

- Turn off the sauna.
- Press the timer up and timer down arrows simultaneously.
- A digit will appear on the timer section of the screen to indicate the number of hours before the sauna turns on.
- When the timer counts down to “0,” the sauna will turn on for a 60-minute session and will be set to 151°F (66°C).

To cancel a reservation, press the timer up and timer down arrows simultaneously until the time display turns off. At this point you can turn the sauna on normally.

SAUNA PROTOCOL

Follow this quick guide for the optimal sauna experience.

PRE SAUNA SESSION

- Hydrate with at least 8 oz (.24 L) of water to prepare your body for an increase in core temperature.
- Pre-heat for approx. 45 minutes. Depending on room temperature, your sauna will heat up one degree per minute.
- Use towels to absorb sweat during sessions.

SAUNA SESSIONS

- Begin your session when your sauna reaches 100.4°F (38°C).
- The optimal sauna experience occurs between 100.4°F (38°C) and 129°F (54°C).
- To get your body accustomed to infrared therapy, start with 10-15 minute sessions at 100.4°F (38°C) every other day.
- Gradually increase towards 40-minute daily sessions in the optimal temperature range.*
- Don't be surprised if you don't sweat during the first few sessions.
- Sweating will increase with regular use, removing toxins and leaving you feeling refreshed and rejuvenated.
- For added intensity, use Pure Sweat amplifying cream to increase sweating, circulation, and to boost results.

POST SAUNA SESSION

- Drink at least 24 oz (.7 L) of water or electrolyte to rehydrate.
- Dry off with a towel. Cool down naturally or with a refreshing shower.
- Every six months, clean wood and glass with our Natural Sauna Cleaning Kit available at sunlighten.com.

**Listen to your body. Be aware of excessive detoxifying. If you begin to feel symptoms such as nausea, fatigue, or flu-like symptoms during your sauna session, discontinue use immediately. If these symptoms continue, consult your physician.*

HEALTH & SAFETY

Our infrared saunas operate with the same efficacy in your home as in a medical facility. Like all professional equipment, you may put yourself at risk if you do not fully understand how to use the sauna. Infrared sauna use as creating a cure for or treating any disease is neither implied nor should be inferred. Drinking an electrolyte-replacing water or a sports drink is strongly recommended before and after use.

IMPORTANT SAFEGUARDS

- Never sleep inside the sauna while it is on.
- Do not use harsh cleaning agents on the interior of the sauna.
- Do not stack or store objects on top of or inside the sauna.
- Do not use during an electrical storm, as there is a remote risk of shock.
- Altering or tampering with any electrical connections on the power supply is dangerous and will void the warranty.
- Do not attempt a repair without consulting Sunlighten first. Unauthorized repair attempts will void the warranty.

PRECAUTIONS

If any of the below apply to you, consult your physician prior to sauna use:

- Medications
- Children
- Elderly
- Chronic conditions / diseases associated with reduced ability to sweat or perspire
- Hemophiliacs / individuals who are prone to bleeding
- Cardiovascular conditions
- Pacemaker / defibrillator
- Alcohol / alcohol abuse
- Fever
- Sensitivity to heat
- Pregnancy
- Joint Injury
- Implants

For more information on saunas and contraindications, visit sunlighten.com.

FREQUENTLY ASKED QUESTIONS

How long does it take for my sauna to warm-up?

The controls are preset to 60 minutes at 150.8°F (66°C). However, the inside cabin temperature is not intended to reach this. Our saunas are based on the infrared wavelength and not cabin temperature. Allow the sauna to warm-up for 45-60 minutes. The sauna heats up at an average of 1 degree per minute. If located outside or in an unheated garage, additional warm-up time may be required. If you prefer the sauna hotter, let it warm-up longer.

Can I use my sauna every day?

For most people, daily sauna use is okay after your body has become accustomed to infrared therapy. Drink increased amounts of water to stay hydrated. Listen to your body and stop your session if you feel any discomfort.

How long can I use it each day?

40 minutes is the recommended session length. See the sauna protocol on pg. 8.

What is the best temperature to use my sauna?

First, it is important to understand that health benefits are a result of efficient infrared emissivity, not air temperature. Sunlighten saunas are 95-99% emissive to deliver the highest concentration of infrared. With that, the optimal sauna experience occurs between 100.4-129°F (38-54°C). During your first few sessions, start at a lower temperature of 100.4°F (38°C) and gradually increase in later sessions. Everyone has different preferences and tolerances for heat. The most important thing is to listen to your body. Keep in mind, if you're sweating at 115°F (46°C) you're getting the same benefits as if sweating at 151°F (66°C).

What is the micron range of the heaters?

The design of a SoloCarbon® heater allows for most of the far infrared wavelength to be near 9.4 microns, which is the level at which the human body absorbs infrared energy.

Can I touch the heaters?

No. The heaters will be hot, especially the mid-infrared section in the middle, so it is not safe to touch heaters while on or an hour after use. Touching the frames that cover the heaters is safe.

How much will the sauna cost to run a month?

The sauna runs on the same wattage as a blow dryer and will cost little to run monthly: typically \$.20-.50 (15 to 35 pence) per hour. This varies with the model and local utility cost. Your utility company can help you understand a more exact per hour cost if needed.

Are the EMF levels safe?

Yes. Patented SoloCarbon panels are 100% quality controlled by Sunlighten to ensure the safety and effectiveness of each individual heater.

What is the wattage, voltage, and amps of my sauna?

See electrical specifications on page 4.

MAINTENANCE

How do I clean my sauna?

Sunlighten's Natural Sauna Cleaner is made specifically for use with your sauna. At least every six months, dampen a cloth with Sunlighten All Natural Wood Cleaner. Clean glass door and windows with Sunlighten All Natural Glass Cleaner. You may dust the outside of the sauna with a dry dust cloth. Do not use chemical cleaners on your sauna. Light sandpaper can be used to treat stains on the inside of the sauna. Sunlighten Natural Sauna Cleaning Kit can be purchased at sunlighten.com.

How do I care for the heater fabric?

The heater fabric remains as a covering over the heater panels. This is to protect the heater surfaces from any scratches, etc. It is also there to prevent physical contact between the skin and the heaters as the sauna is being used. To clean, wipe fabric with slightly damp cloth. We recommend doing so at least once every six months. Only do so when sauna is turned off.

Is it normal to see cracks in the wood?

Yes, wood is a living material that continues to respond to climate conditions, even after being manufactured into a sauna. During normal operation, wood may crack slightly due to changes in moisture level. These cracks may appear or disappear with the changing seasons, but will not affect the structural integrity of the sauna. Our saunas are shipped around the globe, and can experience slight blemishes, scratches, or scuffs from the transit of the sauna. In most cases these blemishes on the exterior of the room can be concealed by using a small amount of furniture polish, oil, or other furniture treatment. The interior blemishes, scratches, or scuffs can be either left alone, sanded, or combination of gluing and sanding. Please avoid any treatment containing benzene or high concentration of alcohol. However, if you detect major cracking or damage that jeopardizes the functionality of your sauna, please submit pictures to sunlighten.com.

For more FAQ's please visit sunlighten.com

TROUBLESHOOTING GUIDE

ISSUE	SOLUTION
An electrical component is not working after assembling	Check all connections. A newly assembled unit with a non-functioning electrical component (control panel, heater panels, lights, speakers) will most likely have a missed or loose connection.
Sauna has no power	There could be a tripped breaker due to a power surge or not being plugged into a dedicated outlet. Flip the breaker switch (a black reset button located to the left of the power box on the roof.) If there is still no power, check the power cord connections on the roof and make sure they are secure. Also verify the outlet power.
Slow warm-up time	Ensure each wall panel is heating and that you have the CORRECT electrical specs on a DEDICATED CIRCUIT.
E1 Error	Temperature sensor has stopped working or has been damaged. Contact Sunlighten Customer Service at 877.292.0020 x402 or visit sunlighten.com/customer-service and submit a request.

For other troubleshooting questions, please visit sunlighten.com.

WARRANTY

Warranty covers normal use for the product and is defined as three (3) years for heaters and one (1) year for electronics. Warranty is limited to replacement parts only and does not include costs for shipping warranty parts after 90 day(s) receipt of goods. Any cost of labor and/or service technicians is not included.

This warranty extends only to the original retail or wholesale purchaser of the sauna and terminated upon transfer of ownership. The sauna must be installed and used within one year of the manufactured date. Freight charges to and from the customer are the responsibility of the customer. This includes freight charges for parts shipped to enable the services of the sauna.

This warranty is void if the sauna has been altered, misused, abused, or exposed to water. Such instances shall include operation or maintenance of the sauna in deviation to the published instructions. The warranty extends only to the manufacturing defects and does not cover the damages resulting from mishandling of the product by the owner.

Sunlighten Corp. shall not be liable for the loss of use of the sauna or other incidental or consequential damages. Under no circumstances shall Sunlighten Corp. or any of its representatives be held liable for injury to any persons or damages to any properties. Specifications are subject to change without notice.

ATTENTION: Shipping damage must be notated on the Bill of Lading (BOL). Sunlighten must be notified of any damage to your sauna within two (2) business days of signing the BOL. Failure to notify Sunlighten within the established time frame will result in the owner taking full responsibility for cost of all replacement parts, including shipping and handling fees.

Return Policy

Buyer may cancel and return the Goods to Seller, subject to the terms and conditions of this document, if Buyer provides written notice to Seller within thirty (30) days of Buyer's receipt of the Goods that Buyer does not accept the Goods. No custom sauna materials can be returned once installed.

In the event the Buyer elects to cancel the order and return the Goods pursuant to this Paragraph, Buyer shall assume all risk of loss and transportation and handling charges in connection therewith. Seller reserves the right to refuse to refund any deposit or payment or cancel any payment due and owing until such time as Seller (a) is in receipt of the Goods; (b) has inspected the Goods; and, (c) in Seller's discretion, has found such Goods to be free of damage. ALL RETURNED GOODS MUST BE IN THEIR ORIGINAL PACKAGING. In addition to other legal and equitable remedies available to Seller, Seller may refuse to refund all or any portion of any deposit or payment or cancel any payment due and owing if the Buyer fails to fully comply with or violates the terms and conditions of this document.

WARRANTY CONTINUED

Generated computer aided drafting (CAD) design of sauna(s) and related design/visualization services, drawing(s), file(s) and virtual asset(s) costs are non-refundable. \$1,000 will be withheld from any refund to account for costs incurred throughout the design phase of custom sauna.

Shipping & Handling Fee

All cancelled or returned Goods shall be subject to shipping costs (to and from) and handling fees in the event Buyer cancels Buyer's order after shipment has commenced.

ETL SAFETY CERTIFIED

The ETL Listed Mark is proof of product compliance (electrical, gas and other safety standards) to North American safety standards. Authorities Having Jurisdiction (AHJ's) in 50 states and Canada and retailers accept the ETL Listed Mark as proof of product safety.





CUSTOM OWNER'S MANUAL

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