FAR INFRARED SAUNA DOME WARRANTY

Virtual Health Options

Effective Date: January 1, 2024

Limited Warranty Coverage

Warranty Coverage

The Far Infrared Sauna Dome comes with a Limited Warranty covering defects in materials and workmanship under normal use conditions. This warranty is provided by the manufacturer and serviced through Virtual Health Options.

Warranty Period

Component	Warranty Period	Coverage
Sauna Dome (Upper & Lower)	5 Years	Parts and Labor
Control Box	3 Years	Parts and Labor

What Is Covered

This warranty covers:

- Manufacturing defects in materials and workmanship
- Heating element failures under normal use
- Control panel malfunctions
- Temperature control failures
- Timer mechanism defects
- Structural defects in the dome construction
- Electrical component failures (excluding power surges)

Warranty Exclusions

Please Note: To maintain your warranty coverage, please follow the operating instructions and use the equipment as intended.

This warranty does not cover issues resulting from:

- Physical damage: Drops, impacts, tears, or punctures
- Liquid damage: Spills or moisture entering the control unit
- Improper use: Using the sauna for unintended purposes
- Overheating: Damage from exceeding recommended temperature settings
- Power issues: Damage from power surges or incorrect voltage
- Modifications: Any alterations or repairs not authorized by the manufacturer
- Normal wear: Cosmetic wear, fading, or minor surface imperfections
- Environmental damage: Exposure to extreme temperatures when not in use
- Commercial use: Damage from commercial or rental applications
- Neglect: Failure to follow maintenance and care instructions

Warranty Service Process

How to Obtain Warranty Service

1. Contact Support First: Before returning any product, contact the support team for troubleshooting assistance and to obtain a Return Authorization Number (RAN).
2. Provide Information: Be prepared to provide:
    - Original proof of purchase
    - Model number and serial number (if applicable)
    - Description of the problem
    - Photos of the issue (if applicable)
3. Obtain RAN: No returns will be accepted without a valid Return Authorization Number.
4. Ship the Product: Pack the product securely in original packaging if available. Customer is responsible for shipping costs to the service facility.

What Will Happen

Upon receipt of the product, the manufacturer will:

- Inspect the unit to determine if the issue is covered under warranty
- Repair or replace the unit at their discretion
- Return the repaired or replacement unit at no charge (within continental US)
- Provide a report of findings if warranty claim is denied

Helpful Tip: Most warranty service requests are completed within 7-14 business days from receipt. If you need faster service, expedited options may be available - just ask!

Care and Maintenance

To ensure your warranty remains valid and your sauna dome lasts as long as possible:

Regular Maintenance

- Wipe down the dome interior and exterior with a damp cloth after each use
- Allow the dome to air dry completely before storage
- Check power cables regularly for any signs of wear
- Keep the control box vents clear of dust and debris
- Store in a cool, dry place when not in use

Important Don'ts

- Don't allow liquids near the control box or electrical connections
- Don't exceed recommended temperature settings
- Don't use continuous mode without supervision
- Don't fold or compress the dome when storing
- Don't attempt repairs yourself - this will void the warranty

Important Legal Information

Understanding Warranty Limitations

As with all product warranties, certain limitations apply. The manufacturer's and Virtual Health Options' responsibility under this warranty is limited to repair or replacement of the product. This warranty does not extend to:

- Incidental or consequential damages
- Loss of use during service periods
- Time or inconvenience
- Commercial losses
- Damages exceeding the product's purchase price

Product Use Guidelines

The Far Infrared Sauna Dome is designed and sold for personal wellness use only. The manufacturer and Virtual Health Options do not make medical claims regarding this product. Users assume responsibility for their chosen applications of the device.

Virtual Health Options

Warranty Department

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Hours: Monday - Friday, 9:00 AM - 5:00 PM CST