

WARRANTY & CARE GUIDE

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1. WELCOME

A **STEAM SPIRIT** sauna is made to become part of your life for many years. Its timber, mineral and natural-fibre materials will respond to heat, moisture, seasons and use. With appropriate operation and care, these changes develop into the character of the building rather than diminishing it.

This guide explains the routine care expected of the owner, the materials and systems installed in the S and L sauna modules, the limits of warranty coverage, and the information needed if service is required. It should be read together with the **General Terms & Conditions of Sale**, accepted Offer/Quotation and configuration, handover documents, installation instructions and the manuals supplied for heaters, controls and other equipment.

Important: Safety instructions and component-manufacturer manuals always take precedence for the relevant heater, chimney, control, electrical, plumbing or accessory system.

2. WARRANTY OVERVIEW

STEAM SPIRIT stands behind the conformity of the sauna supplied and the quality of its own manufacturing and factory installation. This guide does not reduce any mandatory rights available to a consumer under applicable law.

Area	Coverage basis	Key condition
Consumer legal guarantee	Rights concerning non-conformity apply for the period required by applicable law; in Latvia, Consumer claims for lack of conformity are subject to the statutory two-year period from delivery, together with the other conditions and remedies provided by applicable law.	Mandatory consumer rights cannot be excluded or reduced by this guide.
STEAM SPIRIT commercial warranty	Applies only where a specific additional period or promise is stated in the Purchase Agreement , Order Confirmation or Warranty Certificate.	The written commercial-warranty terms define its duration and scope.
STEAM SPIRIT workmanship	Covers verified defects in manufacture or factory installation attributable to STEAM SPIRIT .	The sauna must be installed, connected, operated and maintained as instructed.
Third-party equipment	Heaters, controls, chimney parts, glazing, lighting, plumbing fittings, water heaters and accessories may also carry manufacturer warranties.	Manufacturer instructions, limitations and service procedures apply; statutory rights remain unaffected.
Business purchases	Coverage follows the Purchase Agreement and other contract documents.	Consumer-law remedies do not automatically apply to B2B purchases.

3. WHAT IS COVERED

Subject to the applicable contract and law, a valid claim may include a defect that was present at delivery or results from **STEAM SPIRIT**'s manufacture or factory installation, including:

- material or component non-conformity against the accepted specification;
- defective workmanship in the timber frame, factory-applied finishes or installed assemblies;
- loss of intended structural or weather-protection function caused by a verified manufacturing defect;
- incorrect factory installation of windows, doors, roof membrane, interior finishes, ventilation, electrical or plumbing systems;
- a factory-installed component that fails under the applicable manufacturer warranty;
- a repeated defect that remains after an agreed repair has been completed.

The appropriate remedy is assessed case by case and may include inspection, repair, replacement of the affected component, a price reduction or another remedy required by applicable law. **STEAM SPIRIT** may use technically equivalent replacement materials where the original product is no longer available, provided that performance and visual compatibility are reasonably maintained.

4. WHAT IS NOT A MANUFACTURING DEFECT

Natural materials and outdoor buildings change over time. The following are normally not defects unless they exceed reasonable tolerances or result from an underlying covered failure:

- normal ageing, weathering, fading, greying, patina or gradual colour variation;
- differences in grain, tone, knots and texture between pieces of natural timber;
- minor checking, hairline cracking, resin movement or dimensional movement of timber caused by changing temperature and humidity;
- normal drying, mineral variation or small surface changes in lime- or clay-based finishes and hemp-lime assemblies;
- wear to oiled, painted, tiled, grouted, sealed or frequently touched surfaces;
- condensation resulting from climate conditions, insufficient drying or incorrect ventilation;
- damage caused by standing water, blocked drainage, frost, excessive snow, impact, animals, pests, vegetation or external pollution;
- damage caused by unsuitable chemicals, pressure washing, abrasive tools or incompatible coatings;
- damage caused by incorrect site foundations, transport after handover, lifting, relocation, external utility connections or installation not performed or approved by **STEAM SPIRIT**;
- damage caused by unauthorised drilling, cutting, penetrations, alterations, repairs or installation of additional equipment;
- damage caused by failure to follow maintenance, heater, chimney, ventilation, plumbing or electrical instructions;
- fire, flood, storm, lightning, power-quality events, freezing or other external events not attributable to a product defect.

Consumer rights: An exclusion is applied only to the extent permitted by applicable law and only where the stated event caused or contributed to the reported issue.

5. MATERIALS IN YOUR STEAM SPIRIT SAUNA

The final Order Confirmation and handover documentation identify the exact configuration. Depending on model and selected options, the S and L modules may include the following material systems:

System	Materials identified in the S/L estimates	Care principle
Structure and walls	Timber structural frame with hemp-lime lightweight-concrete infill; lime or clay-based finish in applicable areas; wood-fibre boards in interior build-ups.	Keep assemblies dry, vapour open and free from unauthorised penetrations or impermeable coatings.
Exterior	Painted spruce cladding, spruce/pine trims and ventilated battens.	Maintain drainage and airflow; inspect the coating and end grain regularly.
Roof	OSB roof deck, PVC roof membrane, battens, painted timber roof finish and metal flashings/drips where fitted.	Keep clear, avoid puncture and inspect edges, joints, penetrations and drainage paths.
Interior timber	Thermo-aspen wall/ceiling boards, thermo-alder trims, thermo-aspen bench boards and thermo-spruce bench structure, with linseed-oil treatment where specified.	Dry after use; clean gently; renew only with an approved compatible sauna finish.
Floor and wet areas	Sloped floor build-up, two-layer waterproofing, tiles, grout and heat-resistant sealant at applicable interfaces.	Prevent standing water; inspect grout and flexible seals; use non-abrasive cleaners.
Windows and doors	Pine-framed tempered multi-pane glazing, insulated vent window, Accoya-framed entrance door, sauna doors and hardware depending on configuration.	Keep drainage paths and seals clean; adjust hardware when movement is observed.
Ventilation	Insulated ducts, external grilles with mesh and thermo-aspen internal vent components.	Keep inlets, outlets, meshes and adjustment mechanisms clean and unobstructed.
Technical systems	Electrical distribution, IP-rated LED lighting, controls, PEX-AL-PEX plumbing, drainage, optional showers, water heater, floor heating, Wi-Fi or sound system.	Use qualified service personnel; protect water systems from freezing.
Heat source	IKI electric or wood-burning heater, sauna stones and model-dependent fire-protection/chimney components.	Follow the exact manufacturer manual and local inspection requirements.

6. ROUTINE CARE SCHEDULE

Frequency	Owner actions
After every sauna	Remove waste and excess water; wipe pooled water; leave benches clear; run the drying ventilation mode; allow the interior to dry fully before closing the building.
Monthly during regular use	Clean benches and floor with a soft brush or cloth and a mild sauna-suitable cleaner; check drains, vents, door operation, lighting and visible seals.
Each spring and autumn	Inspect exterior coating, cladding gaps, roof membrane, flashings, window/door seals, ventilation meshes, drainage routes and the area beneath/around the module.
Annually	Arrange heater/chimney service as applicable; inspect stones, electrical and plumbing systems; examine grout and flexible seals; review maintenance records and touch up approved finishes where required.
Before an extended unused period	Clean and dry the sauna, leave ventilation in the instructed position, isolate equipment where permitted, and drain or frost-protect all water systems.
After severe weather or an incident	Inspect roof, cladding, glazing, drainage, foundations/supports and utility connections before further use.

7. EXTERIOR CARE

Painted spruce cladding and timber details

- Wash only when needed using low-pressure water, a soft brush and a cleaner compatible with the existing coating.
- Do not pressure-wash, sand aggressively or use chlorine, strong solvents or highly alkaline cleaners.
- Inspect lower edges, end grain, corners and horizontal ledges for coating wear, cracking or prolonged dampness.
- Touch up damaged coating promptly with a system approved by **STEAM SPIRIT** or the coating manufacturer; match preparation, primer and topcoat requirements.
- Keep soil, mulch, stored objects and vegetation away from the façade and ventilation gap.

Roof, flashings and rainwater

- Remove leaves, branches and debris without sharp tools. Avoid unnecessary walking on the roof membrane.
- Keep drainage routes, roof edges, flashings and outlets unobstructed.
- Remove exceptional snow accumulation safely without damaging the membrane or timber finish; use a professional where access is unsafe.
- Report punctures, open seams, displaced flashings or water entry immediately and protect the area from further moisture until repaired.

8. INTERIOR CARE

Thermo-aspen, thermo-alder and benches

- Sit or lie on clean sauna towels to reduce sweat, water and cosmetic residues on timber.
- After use, rinse or wipe only as needed, remove excess water and dry the room thoroughly.
- For deeper cleaning, use a soft brush along the grain and a mild product intended for sauna timber; test an inconspicuous area first.
- Do not use household bleach, chlorine, abrasive pads, varnish, wax, food oils or strongly perfumed cleaners.
- Renew the finish only when the surface appears dry or difficult to clean and only with a compatible sauna-safe product approved for the existing linseed-oil treatment.

Tiles, grout, seals and shower areas

- Rinse residues, keep drains clear and do not leave standing water after use.
- Use a pH-neutral non-abrasive cleaner suitable for tile, grout, metal and adjacent timber.
- Inspect grout and flexible seals for separation, persistent staining or cracking. Arrange repair before water can reach concealed layers.
- Never drill into a tiled or waterproofed area without written approval and confirmation of concealed services.

Glass, doors and hardware

- Clean glazing with a soft cloth and non-abrasive glass cleaner; keep cleaners away from unfinished timber and seals.
- Keep thresholds, drainage paths and seals clean. Do not wedge doors or force hardware.
- Seasonal timber movement may require minor hinge, latch or drop-seal adjustment; arrange service if a door begins to bind or no longer seals correctly.

9. HEATER, STONES AND CHIMNEY

Only operate the installed heater with the guards, stones, controls, ventilation and safety distances specified for that exact model. The heater manufacturer's manual is part of the sauna documentation.

Electric heater

- Do not cover the heater, place objects on it or use it to dry textiles.
- Keep controls and sensors unobstructed. Stop use if breakers trip, cables overheat, unusual odours occur or control errors repeat.
- Electrical inspection and repair must be carried out by a qualified person.

Wood-burning heater and chimney

- Burn only clean, dry fuel permitted by the heater manufacturer. Never burn waste, treated timber or excessive fuel loads.
- Remove ash only when fully cold and store it in a non-combustible lidded container outdoors.
- Keep combustion-air routes clear and inspect doors, seals, guards and nearby surfaces before use.
- Have the chimney and heater inspected and cleaned at the frequency required by local law and the manufacturer; retain service records.

Sauna stones

Inspect and restack stones at least annually, and more often under heavy use. Remove fragments and replace crumbling stones with the correct size and type. Do not pack stones so tightly that airflow through the heater is restricted.

10. HEMP-LIME WALL SYSTEM

The hemp-lime infill is a vapour-open mineral and natural-fibre system within the timber structure. It helps buffer moisture, but it is not intended to remain wet and must not be treated as a waterproof layer.

- Do not apply impermeable paint, plastic film, dense sealant or closed-cell insulation to vapour-open wall surfaces or ventilation cavities unless approved in writing.
- Do not drill, cut or fix heavy items through the wall build-up without locating the timber frame, concealed services and permitted fixing zones.
- Maintain the exterior ventilation gap and all façade openings so incidental moisture can drain and assemblies can dry.
- Investigate persistent dampness, staining, unusual odour, soft finishes or water entry immediately; correct the moisture source before cosmetic repair.
- Small mineral hairline cracks or tonal variation may occur as natural materials dry and respond to seasons. Record and monitor them; report widening, recurring or moisture-associated cracking.

Breathability: The system performs as an assembly. A locally 'stronger' or more waterproof coating can trap moisture and cause damage elsewhere.

11. VENTILATION, DRYING AND SEASONAL OWNERSHIP

Normal sauna use

Keep the combustion/fresh-air inlet and the main air inlet unobstructed. During sauna use, operate the lower extract outlet in the open position and keep the upper drying outlet closed, unless the configuration-specific instructions state otherwise.

Drying after use

After bathing, remove excess water and switch to the drying arrangement: close the lower extract outlet and open the upper outlet. Leave internal doors and movable bench areas positioned so air can circulate. Continue drying until timber and floor surfaces are visibly dry.

Cold weather and freezing

- Maintain the minimum background conditions stated in the handover instructions or fully drain water systems before freezing temperatures.
- Disconnect hoses and drain showers, valves, traps, water heaters and exposed pipework where the installation is designed for seasonal draining.
- Never apply open flame or uncontrolled heat to thaw pipework. Contact service if freezing is suspected.

Seasonal checks

- Spring: check winter damage, roof drainage, façade coating, seals and the area beneath the module.
- Summer: maintain clear ventilation gaps, control vegetation and inspect UV-exposed coatings and sealants.
- Autumn: clear leaves and meshes; inspect roof edges, flashings, drainage and frost protection.
- Winter: monitor exceptional snow, ice, ventilation openings, utility frost protection and safe access.

12. MODIFICATIONS, INSTALLATION AND SERVICE

The sauna is a coordinated building and equipment system. Changes can affect structure, moisture movement, fire safety, electrical protection, drainage and warranty assessment.

- Use qualified professionals for foundations/supports, lifting, site utility connections, electrical work, plumbing, chimney work and regulated inspections.
- Obtain written approval before relocating the module or adding penetrations, heavy fixtures, exterior equipment, new heaters, additional insulation, coatings or wet-area fittings.
- Use original or approved compatible spare parts. A visually similar component may have different heat, moisture, fire or electrical performance.
- Keep all manuals, commissioning records, photographs, invoices and service reports with the sauna documentation.

13. BEFORE CONTACTING SERVICE

To help **STEAM SPIRIT** assess an issue quickly, collect the following information before contacting service:

- owner name, installation address and preferred contact details;
- sauna model, order number and module serial number;
- purchase, delivery and installation/commissioning dates;
- a clear description of the issue, when it began and whether it is changing;
- wide photographs showing location and context, plus close-up photographs of the affected area;
- video where movement, sound, leakage or control behaviour is relevant;
- heater/control error codes and the exact equipment model;
- recent weather, power, plumbing, relocation, repair or modification events;
- maintenance, cleaning and professional-service records relevant to the issue.

Prevent further damage: If water entry, overheating, electrical danger, structural movement, glass damage or fire-safety risk is suspected, stop using the affected system, make the area safe and contact **STEAM SPIRIT** promptly.

14. WARRANTY CLAIM PROCESS

Step	Action
1. Notify	Email hello@steamspirit.eu or sales@steamspirit.eu with the information listed in Section 13 as soon as reasonably possible after discovering the issue.
2. Initial assessment	STEAM SPIRIT reviews the documents and may request additional photographs, operating information, maintenance records or remote checks.
3. Inspection	Where needed, an inspection is arranged. Do not dismantle or repair the affected area unless immediate safety measures are required or written approval is provided.
4. Decision	The cause, coverage and appropriate remedy are confirmed in writing, taking account of the contract, manufacturer terms and applicable law.
5. Remedy and close-out	Approved work is completed or coordinated, then recorded together with replaced parts, care instructions and any follow-up monitoring.

15. SPARE PARTS AND LONG-TERM SUPPORT

Where practical, **STEAM SPIRIT** supports the repair and continued use of its saunas through original or technically compatible spare parts, maintenance guidance and coordination with component manufacturers. Availability depends on the age of the product, supplier ranges, technical compatibility and applicable legal obligations.

Before ordering a spare part, provide the sauna serial number, component model, photographs and measurements requested by service. Do not assume that a newer heater, control, glazing unit, seal, light or plumbing component can be installed without checking compatibility with the original design.

16. OUR SERVICE PHILOSOPHY

We believe great architecture deserves long-term care. Our relationship with our customers does not end on the day of delivery.

The same principles expressed in the **STEAM SPIRIT Quality Policy guide** our approach to service: thoughtful decisions, suitable materials, responsible workmanship, careful assessment and continuous improvement based on practical experience and customer feedback.

Our aim is to help every STEAM SPIRIT sauna remain safe, functional and meaningful - a place people return to for decades.

17. MAINTENANCE RECORD

Retain this record with invoices, photographs and professional inspection reports. Add pages as required.

Date	Inspection or work completed	Service provider / owner	Notes / next action