

IMPORTANT CONSUMER LAW DISCLAIMER: These periods apply strictly to the voluntary manufacturer's warranty by SDS Australia. They operate in addition to, and do not exclude, limit, or modify any non-excludable statutory rights or consumer guarantees under the *Competition and Consumer Act 2010* (Cth) and the Australian Consumer Law (ACL), which takes precedence in any conflict. Keep this card and proof of purchase in a safe place.

1. WARRANTY COVERAGE & PERIODS (SDS BRANDED)

Warranty coverage applies strictly to products distributed by SDS Australia as outlined below. All units requiring electrical connection must be installed by a licensed electrician to maintain voluntary warranty eligibility.

Residential Warranty Periods

PRODUCT / COMPONENT TYPE	PERIOD
Traditional Sauna (Structure only)	5 Years
Infrared Saunas (Structure only) – <i>SDS Branded Only</i>	2 Years
Ice Baths (Structure only) – <i>SDS Branded Only</i>	2 Years
Sauna Heaters (Subject to heating element exclusions)	2 Years
Electrical, Lighting, Spare Parts & Accessories (as part of product)	12 Months

Commercial Accommodation Warranty Periods (AirBnB/Short-term)

PRODUCT / COMPONENT TYPE	PERIOD
Traditional Sauna (Structure only)	12 Months
Infrared Saunas (Structure only) – <i>SDS Branded Only</i>	6 Months
Ice Baths (Structure only) – <i>SDS Branded Only</i>	6 Months
Commercial-Tier Sauna Heaters (Subject to element exclusions)	12 Months
Electrical, Lighting, Spare Parts & Accessories	6 Months

General Commercial Warranty Periods

PRODUCT / COMPONENT TYPE	PERIOD
Traditional Sauna (Structure only)	12 Months
Infrared Saunas (Structure only) – <i>SDS Branded Only</i>	6 Months
Ice Baths (Structure only) – <i>SDS Branded Only</i>	6 Months
Commercial-Tier Sauna Heaters (Subject to element exclusions)	12 Months
Electrical, Lighting, Spare Parts & Accessories	6 Months

2. THIRD-PARTY WARRANTY & LIMITATIONS

Third-Party Policy: Original factory warranty serves as primary coverage. Third-party Infrared Saunas and third-party Ice Baths are strictly excluded from SDS "Top-Up" coverage (only original manufacturer warranty applies). For other eligible third-party products, SDS provides a top-up warranty to cover the gap if the factory warranty is shorter than the tables above.

Commercial Limitation: Commercial periods apply strictly to designated, rated commercial units. Use of residential products in commercial/accommodation settings shifts them to the commercial tier (if offered) or voids this voluntary manufacturer's warranty entirely.

3. STRUCTURAL DAMAGE & TRANSIT POLICY

Customers are strongly encouraged to completely unpack and inspect all structural components (timber, glass, frames) within **7 days of delivery** to allow transit damage or missing parts to be resolved quickly. This period does not affect ACL rights.

- **Pre-Assembly / Under 7 Days:** Verified transit/factory defects reported within 7 days and prior to assembly qualify for parts replacement.
- **Post-Assembly / After 7 Days:** Does not qualify for automatic replacement. The purchaser retains all rights under the ACL, but must provide reasonable evidence that the defect existed at delivery rather than occurring during storage, handling, or assembly.

4. GENERAL CONDITIONS & EXCLUSIONS

What is Covered: SDS Australia warrants that products are free from defects in materials and workmanship leaving the warehouse. SDS or its Authorised Agents supply replacement parts or equipment at no charge to resolve verified defects if easily accessible without special equipment.

Labour Notice: Third-party labour costs required to physically swap or install replacement parts (e.g., licensed electrician call-out fees, builder costs) are not covered by this voluntary manufacturer's warranty. This does not affect your rights under the ACL where SDS Australia is required by law to provide a remedy.

What is NOT Covered:

- **Heating Elements & Perishables:** Heating elements are consumable components and are not covered under this voluntary manufacturer's warranty except where failure is caused by a manufacturing defect. Nothing in this clause limits your rights under the Australian Consumer Law. Sauna rocks, door seals, batteries, and filters are similarly excluded standard wear-and-tear parts.
- **Third-Party Parts:** Components or items not originally supplied by SDS Australia.
- **Unauthorised Repairs:** Products serviced/repaired by non-authorised parties.
- **Altered Products:** Removed, defaced, or modified serial numbers/warranty seals without written authority.

Damage Exclusions: This voluntary warranty explicitly excludes damage caused by: accidents, misuse, abuse, neglect, improper operation; incomplete, improper, or non-licensed electrical installation; failure to maintain or service; normal wear and tear; power surges, electrical storms, incorrect supply, lightning, floods, severe weather; insect/vermin infestations; or mismatched environmental use (residential components operated in commercial environments).

5. TRANSPORT COSTS & SERVICE AREAS

Within designated SDS Australia service areas, this warranty covers the transport of the Product to/from Authorised Agents and travel costs for representatives. Outside service areas, the purchaser must bear transport/travel costs. Contact support to verify service areas.

6. LIMITATION OF LIABILITY

Mandatory ACL Notice: Our goods come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

Subject to non-excludable statutory rights under the ACL and except as required by law, SDS Australia: sets out this document as the exclusive voluntary manufacturer's warranty; excludes liability for indirect or consequential loss/damage arising from use/non-use; and limits its liability at its option to product replacement, repair, equivalent supply, or covering repair costs (for goods) or re-supplying the services/costs thereof (for services).

7. PRE-SERVICE CHECKLIST & PRIVACY

Before calling for service, check installation/operating guides and troubleshooting text. Proof of purchase is mandatory for all claims. Where a claimed defect relates specifically to electrical safety or installation, SDS Australia may require evidence (e.g., an electrician's tax invoice) that installation was completed by a licensed electrician.

Privacy: You acknowledge that personal data (name, address, contact information) will be exchanged with Authorised Agents to fulfill warranty obligations.