1300 908 132 · art@shymsaunas.com.au
shymsaunas.com.au/warranty

Sauna warranty

Version 3.0 · Last updated 2 Nov 2026

5 years	10 years	2 years	30 days
Traditional saunas, residential use, once registered	With the Extended Warranty, $1,500, bought with the sauna (Australia only)	Infrared saunas, residential use	To register your sauna after installation

This page sets out the warranty on saunas sold by Shym Saunas and Spas.

1. Your rights under the Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. 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 the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The warranty in these terms is given in addition to those rights. Nothing in these terms excludes, restricts or modifies any right or remedy you have under the Australian Consumer Law.

2. Who gives this warranty

This warranty is given by Shym Solutions Pty Ltd (ACN 643 148 725), trading as Shym Saunas and Spas ("Shym", "we", "us").

- Address: 17 Napoleon Street, Perth, Tasmania 7300
- Phone: **1300 908 132**
- Email: **art@shymsaunas.com.au**
- Web: **shymsaunas.com.au**

It applies to saunas bought new from Shym in Australia or New Zealand on or after 2 November 2026. Saunas bought before that date keep the warranty in the documents supplied at the time of purchase. This warranty covers traditional and infrared saunas only. It does not apply to sauna tents, sauna cabins, log cabins, summer houses or garages. Their warranty is shown on the product page or in the manual supplied with your order.

3. Warranty periods

Traditional and infrared saunas have separate warranties. All periods run from the date of delivery.

3A. Traditional saunas

Covered	Residential, registered	Residential, not registered	Commercial
Sauna structure (frame, walls, benches, floor, door frame)	**5 years (10 with Extended Warranty)**	**2 years**	**12 months**

Heaters are not covered by the structural warranty. Harvia, HUUM and Cozy heaters, including their controllers, are covered by the manufacturer's own warranty, shown on the product page. Other sauna heaters we sell are covered for 12 months from delivery against defects in materials and workmanship. If your heater has a problem, contact us first and we will coordinate the claim.

3B. Infrared saunas

Covered	Residential	Commercial
Whole sauna: cabin, infrared panels, electrics, controller	**2 years**	**12 months**

The Extended Warranty is not available for infrared saunas.

3C. Terms for all saunas

3.1 Parts only after 12 months. In the first 12 months we cover parts, labour and freight (see section 7.2). After 12 months the warranty covers replacement parts only; labour, technician callouts and installation are at your cost.

3.2 Commercial use means any use other than private use by one household, including gyms, clinics, hotels, Airbnb and other short-term rentals, rental or hire, and use shared by more than one household. A residential sauna that is used commercially is covered only for the commercial periods above.

3.3 Repaired or replacement parts are covered for the rest of the original warranty period or 3 months, whichever is longer. A repair or replacement does not restart or extend the warranty period.

3.4 Accessories supplied with your sauna (thermometer, hygrometer, bucket, ladle, sand timer) are covered for 6 months from delivery against defects in materials and workmanship.

4. Conditions of the warranty

The warranty applies only while all of these conditions are met.

4.1 Licensed electrician. Electric heaters, infrared systems, controllers and all wiring must be installed and connected by a licensed electrician, on a dedicated circuit with a correctly rated RCD. Keep the electrician's certificate of compliance.

4.2 Registration within 30 days. To receive the 5-year structural warranty on a traditional sauna without the Extended Warranty, register your sauna within 30 days of installation by emailing us:

- proof of purchase (order or invoice number);

- photos of the finished sauna from all four sides, the roof, the interior and the heater;
- a photo of the base or foundation, showing it is level, stable and drained;
- the electrician's certificate of compliance (not needed for a wood-fired sauna with no electrical work); and
- written confirmation that the sauna was installed following every instruction in the product manual.

4.3 Installation. The sauna must be assembled and installed exactly as the product manual says, on a level, stable, well-drained base, by a competent installer or one of our recommended installers. Do not assemble in rain. Indoor models must not be installed or used outdoors.

4.4 Maintenance. You must follow the care and maintenance schedule in the product manual, including treating or oiling the outside timber of outdoor saunas at least once a year, re-tightening steel bands as the timber settles, keeping the roof sealed and vents clear, and ventilating after each use.

4.5 Maintenance records. Keep dated photos of maintenance. Commercial owners must keep a written maintenance log (date, task, who did it). We may ask for these records before we assess a claim.

4.6 Original owner only. The warranty, including any Extended Warranty, is for the original purchaser at the original installation address. It cannot be transferred, and it ends if the sauna is sold or moved, unless we agree in writing.

4.7 Use. The sauna must be used for its intended purpose, within the temperature and operating limits in the manual.

5. Checking your delivery

5.1 Inspect every package and component, against the parts list in the manual, within 3 days of delivery and before you start assembly.

5.2 Email us photos of any damage, defect or missing part within those 3 days. We will send replacement parts at no cost (freight as set out in section 7.2).

5.3 For transit damage, also note it on the driver's delivery docket where possible, and keep all packaging until the claim is settled.

5.4 For defects reported more than 3 days after delivery, or after assembly has started, you will need to show that the defect existed at delivery and was not caused by handling, storage, assembly or installation. This applies to our warranty only; it does not affect your rights under the Australian Consumer Law.

6. How to make a claim

6.1 All claims must be made directly to Shym, in writing, to art@shymsaunas.com.au, within the warranty period. Please don't arrange repairs yourself first; we can't reimburse repairs we didn't authorise.

6.2 Include:

- your name, address and order or invoice number;
- a description of the problem and when you first noticed it;
- clear photos and a short video of the problem and the whole sauna; and
- your maintenance photos or log, if we ask.

6.3 We will reply within 5 business days. We try remote troubleshooting first, by phone or video. If that doesn't fix it, we may ask a technician to inspect the sauna on site.

6.4 Before an on-site inspection, you must confirm that the conditions in section 4 have been met. If the technician finds no defect covered by this warranty, or that the conditions were not met, you will pay the callout, inspection and travel costs.

6.5 We may ask you to return a faulty part to us for assessment. Freight for an approved return is at our cost.

6.6 You pay your own costs of making a claim unless we approve them in writing first. Send us the receipt and we will reimburse approved costs.

7. What we will do

7.1 If we confirm a defect in materials or workmanship covered by this warranty, we will choose to repair the part, replace the part, or supply a replacement part for you or your installer to fit.

7.2 Freight on replacement parts is covered to metro areas in Australia. Freight to non-metro areas may be charged.

7.3 Replaced parts become our property.

8. What is not covered

The warranty does not cover:

- Natural characteristics of timber: knots, grain and colour variation, resin bleed, surface checks, hairline cracks, shrinkage, swelling and movement, unless they affect the structural integrity of the sauna.
- Normal wear and tear, fading, weathering and natural ageing of materials.
- Heaters and heater controllers on traditional saunas (see section 3A), lighting, bitumen roof shingles, sauna stones, door seals, fuses and other consumables.
- Damage from incorrect assembly or installation, an unlevel, unstable or poorly drained base, or not following the manual.
- Electrical work not done by a licensed electrician, power surges, and RCD or circuit tripping caused by the site's wiring.
- Damage from missed or late maintenance, including untreated timber, loose steel bands, a leaking roof, blocked vents or poor ventilation.
- Water damage from direct water contact, flooding, standing water, poor drainage, sprinklers, roof leaks after shingles were incorrectly installed, or water thrown outside the heater's stone area.

- Storms, hail, flood, fire, lightning, extreme weather, termites, pests, vermin, pets and other events outside our control.
- Accidental damage, improper handling, misuse, abuse, overheating beyond the manual's limits, and damage from cleaning products, pressure washing, paints, stains or coatings not approved by us.
- Modifications, repairs or parts not authorised by us.
- Damage caused by moving or relocating the sauna after assembly.
- Third-party products we did not supply.
- Cosmetic issues that don't affect use, reported after the 3-day delivery check.
- Costs for site access, cranes, removal or reinstallation, council approvals, and loss of use or other indirect loss, except as required by the Australian Consumer Law.

9. Extended Warranty (10 years)

9.1 What it is. The Extended Warranty extends the structural warranty on a residential traditional sauna from 5 years to 10 years from delivery. It costs $1,500 (incl. GST).

9.2 How to buy it. It must be bought with the sauna, on the same order. It can't be added later.

9.3 What it covers. It covers the sauna structure only.

9.4 Conditions. All of sections 4 to 8 apply, except that you do not need to register your sauna (section 4.2). Buying the Extended Warranty takes the place of registration. You must still keep photos of your finished sauna and its base, and the electrician's certificate of compliance if there is one, and we may ask for these before we assess a claim.

9.5 The Extended Warranty is an optional extra. Your rights under the Australian Consumer Law apply whether or not you buy it.

10. General

10.1 This warranty applies only to saunas bought from and installed in Australia or New Zealand.

10.2 The terms that apply to your sauna are the ones on this page at the date of your order. We may update these terms for future orders.

10.3 If the product manual and these terms differ, these terms apply.

10.4 These terms are governed by the laws of Australia. For saunas bought in New Zealand, see section 11.

11. New Zealand

If you bought your sauna in New Zealand, these terms apply with the following changes.

11.1 Your rights. You have rights under the Consumer Guarantees Act 1993 and the Fair Trading Act 1986. The warranty in these terms is given in addition to those rights, and nothing in these terms excludes, restricts or modifies them. Section 1 does not apply to you, and any other reference to the Australian Consumer Law means those Acts.

11.2 Freight. Freight on replacement parts is covered to metro areas in New Zealand. Freight to non-metro areas may be charged. This replaces section 7.2.

11.3 Extended Warranty. The Extended Warranty is not available in New Zealand, so section 9 does not apply. Your structural warranty is 5 years if registered and 2 years if not.

11.4 Governing law. The laws of New Zealand apply to your purchase. This replaces section 10.4.