SAUNASPACE
NEAR INFRARED
SAUNA SOLUTIONS
OPERATION MANUAL
For your safety and continued enjoyment of this Product, always read the Operation Manual carefully before using.
SAFETY PRECAUTIONS

OPERATION PRECAUTIONS
Keep this Operation Manual for future reference.
Initially limit sauna session frequency to 1 per day and session duration to 20 minutes.
Turn on Light Panel only if you will use the sauna immediately or to preheat immediately prior to use.
Turn off Light Panel immediately after use.
Always maintain a distance of at least 18 inches between your body & limbs and the operating lamps of the 4 Light Panel. With the Single Light Panel, desired area of body must be 12” to 24” from the lamp.
Do not expose any one side of torso to operating lamps for too long by rotating torso 90 degrees every 2-5 minutes during the sauna session.
Remove bulbs before moving, assembling, disassembling or servicing sauna.
Avoid direct water, liquid or metal contact with lamps. Unexpected lamp rupture may cause injury, fire, or property damage.
RISK OF FIRE. Keep combustible materials including Sauna Cover away from lamps.
RISK OF BURN. Do not touch operating lamps.
LAMP EMITS IR RADIATION WHICH MAY CAUSE EYE INJURY. Do not stare directly at operating bulbs. Do not use on infant, disabled, sleeping, or unconscious person or any person unable to avoid potential injury.
Do not use this sauna if you are impaired in any way by alcohol or illicit drugs. Do not consume alcohol or drugs during sauna use.

ELECTRICAL PRECAUTIONS
Do not plug into an overloaded circuit, or an ungrounded circuit.
Do not touch Light Panel nor its power cord if you are wet.
Route power supply cords so as to keep them from being walked on or damaged.
POWER SUPPLY REQUIREMENTS. Light Panel is intended only for use with a 3-wire power socket that is properly grounded. 4 Lamp Light Panel is rated for 1000W. The Light Panel Products may only be operated in minimum 13A (maximum 20A) grounded electrical supply circuit with
50/60Hz 110-240VAC voltage.

**POWER SUPPLY VOLTAGE.** Use 120V-rated heat lamp bulbs only in countries with 110-120V power supply & use 240V-rated heat lamp bulbs only in countries with 220-240V power supply.

**INSPECT POWER CORD.** Always inspect power cord and Light Panel itself including lamp sockets, switch and lamp guard for damage before operating Light Panel. If any parts of Light Panel appear to be damaged, immediately turn off Light Panel and unplug from power source. Contact SaunaSpace® Customer Service for repair and/or replacement.

**MEDICAL & HEALTH PRECAUTIONS**

Consult your health care provider prior to using this product.

**PREGNANCY.** Do not use the sauna if you are pregnant.

**IMPLANTS.** Consult your health care provider regarding use of the sauna if you have any type of implant.

**PRESCRIPTION MEDICATION.** Consult your physician prior to using the sauna if you take prescription medication.

**CHILDREN.** Children should not operate Light Panel nor enter sauna without proper adult supervision and approval of their health care provider.

**DANGER OF HYPERTHERMIA.** Do not allow your body's core temperature to exceed 103°F (39.4°C).

**HEALING REACTIONS.** They occur with sauna use and are temporary symptoms that occur as toxic substances are eliminated and chronic infections heal. Symptoms vary, but mild odors, tastes or rashes are very common and usually pass quickly. Some people feel great fatigue after sessions and this is normal. Some people have bowel changes, aches, pains or headaches.
DISCLAIMER

Always consult a health care provider who is knowledgeable in sauna use before using a sauna. Saunas are powerful devices and monitoring your progress by a professional trained in sauna use is always advisable.

Sauna therapy can be dangerous and even fatal for some people under some circumstances. If you are considering sauna therapy, you must first seek the advice of your health care provider about sauna therapy and should also become educated as to the proper use of sauna, preparations for doing sauna therapy, as well as fully understanding the risks involved in sauna therapy.

Risks include, but are not limited to, cardiac failure, stroke, fainting, headache, nausea, weakness, rashes, hot flashes, dehydration, exacerbation of neurological symptoms, and even death. Variables of sauna therapy such as health condition of user, duration of sauna therapy, proper hydration, electrolyte and mineral balance and restoration must be properly considered and heeded before proceeding with sauna therapy.

SaunaSpace LLC (hereafter "SaunaSpace®") Products (hereafter "Products") are not registered with the United States Food and Drug Administration (FDA) as a Medical Devices. Consult your licensed health care provider to see if the SaunaSpace®’s Products are right for you. SaunaSpace® and/or its partners, associates, etc. are not liable for the use of SaunaSpace® Products nor any incidental or consequential damages. Under no circumstances shall SaunaSpace® Products or any of its representatives be held liable for injury to any persons or damage to any property. Some states do not allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

The FDA requires us to inform you that this Product is not intended to diagnose or treat any disease or medical problem and is not a substitute for regular medical care from a licensed physician.
<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>SAFETY PRECAUTIONS</td>
</tr>
<tr>
<td></td>
<td>Operation Precautions</td>
</tr>
<tr>
<td></td>
<td>Electrical Precautions</td>
</tr>
<tr>
<td></td>
<td>Medical &amp; Health Precautions</td>
</tr>
<tr>
<td>5</td>
<td>DISCLAIMER</td>
</tr>
<tr>
<td>8</td>
<td>SAUNA THERAPY</td>
</tr>
<tr>
<td></td>
<td>Why Sauna Therapy?</td>
</tr>
<tr>
<td></td>
<td>The Near Infrared Advantage</td>
</tr>
<tr>
<td>9</td>
<td>SPECIFICATIONS</td>
</tr>
<tr>
<td></td>
<td>Single Light Panel</td>
</tr>
<tr>
<td></td>
<td>4 Light Panel</td>
</tr>
<tr>
<td>10</td>
<td>SAUNA PART LIST</td>
</tr>
<tr>
<td></td>
<td>Near Infrared 4 Light Panel</td>
</tr>
<tr>
<td></td>
<td>Pocket Sauna® Enclosure</td>
</tr>
<tr>
<td></td>
<td>Shielded Pocket Sauna® Enclosure additional parts</td>
</tr>
<tr>
<td></td>
<td>Sauna Stool</td>
</tr>
<tr>
<td>11</td>
<td>SAUNA SETUP</td>
</tr>
<tr>
<td>12</td>
<td>ASSEMBLE STOOL</td>
</tr>
<tr>
<td>13</td>
<td>ATTACH PANEL CLAMPS</td>
</tr>
<tr>
<td>14</td>
<td>ENCLOSURE SETUP</td>
</tr>
<tr>
<td>14</td>
<td>A. Mount Light Panel to Long Poles</td>
</tr>
<tr>
<td>15</td>
<td>B. Assemble Frame Rear</td>
</tr>
<tr>
<td>16</td>
<td>C. Insert Short Poles &amp; Stand-Up</td>
</tr>
<tr>
<td>17</td>
<td>D. Install Mat Sticks Into Mat</td>
</tr>
<tr>
<td>18</td>
<td>D-S. Shielded Sauna Only! Install Shielding Mat Liner</td>
</tr>
<tr>
<td>19</td>
<td>E. Install Mat Into Frame</td>
</tr>
<tr>
<td>20</td>
<td>F. Continued Frame Assembly</td>
</tr>
<tr>
<td>21</td>
<td>G. Curtain Install</td>
</tr>
<tr>
<td>22</td>
<td>H. Align Lamps To Torso</td>
</tr>
<tr>
<td>23</td>
<td>I. Install Inner Cover</td>
</tr>
<tr>
<td>24</td>
<td>I-S. Shielded Sauna Only! Install Shielding Cover</td>
</tr>
<tr>
<td>Page</td>
<td>Section</td>
</tr>
<tr>
<td>------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>25</td>
<td>J. Install Outer Cover</td>
</tr>
<tr>
<td>25</td>
<td>K. Install Power Cord &amp; Connect Ground Cables</td>
</tr>
<tr>
<td>26</td>
<td>K-S. Shielded Sauna Only! Connect Mat Liner Ground</td>
</tr>
<tr>
<td>26</td>
<td>H. How To Seal Curtain With Balls &amp; Side Wings During Use</td>
</tr>
<tr>
<td>27</td>
<td>H-S. Shielded Sauna Only! Snap In Curtain During Use</td>
</tr>
<tr>
<td>28</td>
<td>SHOWER CONVERTER SETUP</td>
</tr>
<tr>
<td>30</td>
<td>INSTALL BULBS</td>
</tr>
<tr>
<td>31</td>
<td>SAUNA OPERATION</td>
</tr>
<tr>
<td>31</td>
<td>GENERAL GUIDELINES</td>
</tr>
<tr>
<td>32</td>
<td>PREPARATION BEFORE USE</td>
</tr>
<tr>
<td>33</td>
<td>DURING SAUNA USE</td>
</tr>
<tr>
<td>34</td>
<td>CLEAN-UP &amp; COOL DOWN AFTER USE</td>
</tr>
<tr>
<td>35</td>
<td>PRODUCT CARE</td>
</tr>
<tr>
<td>35</td>
<td>Light Panel</td>
</tr>
<tr>
<td>35</td>
<td>Frame</td>
</tr>
<tr>
<td>35</td>
<td>Cover</td>
</tr>
<tr>
<td>35</td>
<td>Stool</td>
</tr>
<tr>
<td>35</td>
<td>Mat</td>
</tr>
<tr>
<td>36</td>
<td>LIFETIME WARRANTY</td>
</tr>
<tr>
<td>37</td>
<td>RETURNS &amp; REPAIRS</td>
</tr>
<tr>
<td>37</td>
<td>100 Day Trial</td>
</tr>
<tr>
<td>38</td>
<td>How to Return or Exchange Your Product?</td>
</tr>
<tr>
<td>40</td>
<td>What about Warrantied Repairs?</td>
</tr>
<tr>
<td>40</td>
<td>What about Non-Warrantied Repairs?</td>
</tr>
<tr>
<td>41</td>
<td>CONTACT US</td>
</tr>
</tbody>
</table>

TABLE OF CONTENTS
SAUNA THERAPY

WHY SAUNA THERAPY?
Throughout history, humans have used sauna therapy, also known as hyperthermic therapy, as a safe and powerful means of detoxification. Sauna therapy heats the body, dramatically increasing blood-flow to the vital organs and skin, unlocking even hard to reach toxins. Sweating during vigorous exercise can raise the body temperature, but the “fight or flight” (sympathetic) state decreases deep organ blood flow. When you work-out you sweat, but you don’t detox much at all. Only in a “rest & digest” (parasympathetic) nervous state will sweating result in detoxification. Like sweating in a sauna.

THE NEAR INFRARED ADVANTAGE
Near infrared (NIR) sauna therapy has the power to change your body and mind. The beneficial effects positively impact acute and chronic infections, skin rejuvenation, the immune system, aging and longevity, and more.

DEEP TISSUE PENETRATION
Higher energy NIR light (versus lower energy far infrared) can penetrate up to 9 inches into the body reaching even internal organs. NIR lamp therapy provides improved cellular healing and energy compared to far infrared emitters, an important difference. Toxin protection, anti-inflammation and pain relief are additional benefits.

PHOTOTHERAPY
Specific wavelengths of near infrared light are absorbed cellular receptors, directly activating healing and detoxification processes in the cells and tissues.

SAFETY & EFFICIENCY
Incandescent near infrared heat lamps are both ultra-low EMF and energy-efficient. NIR Heat Lamps provide the therapeutic effects inherent in the NIR band of natural sunlight, but without the harmful ionizing UV radiation.

ROTATION PROTOCOL
Rotating the body in our sauna allows for more even heating of the body and a more balanced sweat response, as well as better circulation by forcing the body to shunt blood from one side of the body to the other.
SPECIFICATIONS

SINGLE LIGHT PANEL
Brand: SaunaSpace®  MPN: 56171001
Weight: 4.375 lb (1.98 kg)  Wood Species: Tilia americana (Basswood)

**PANEL DIMENSIONS**
- Width: 13.6 in (34.6 cm)
- Height: 7.5 in (19.5 cm)
- Depth: 9 in (22.9 cm)

**BASE DIMENSIONS**
- Width: 12.5 in (31.75 cm)
- Height: 10.9 in (27.7 cm)
- Depth: 1 in (2.6cm)

**ELECTRICAL INFO**
- Voltage: 110-240 VAC
- Amperage: 2.1 A
- Wattage: 250 W
- Frequency: 50-60 Hz
- Power Cord Plug Type: B (USA), F (EURO), G (UK); I (AU/NZ) or J (SWISS)
- E-Shielded Removable Power Cord Length: 10 ft (3.1 m)
- All electrical components UL-listed.
- This product is CE-certified.

4 LIGHT PANEL
Brand: SaunaSpace®  MPN: 56154021
Weight: 15 lb (6.8 kg)  Wood Species: Tilia americana (Basswood)

**DIMENSIONS**
- Width: 23.75 in (60.3 cm)
- Height: 23.5 in (59.7 cm)
- Depth: 9 in (22.9 cm)

**ELECTRICAL INFO**
- Voltage: 110-240 VAC
- Amperage: 8.3 A
- Wattage: 1000 W
- Frequency: 50-60 Hz
- Power Cord Plug Type: B (USA), F (EURO), G (UK); I (AU/NZ) or J (SWISS)
- E-Shielded Removable Power Cord Length: 15 ft (4.6 m)
- All electrical components UL-listed.
- This product is CE-certified.
# SAUNA PART LIST

## NEAR INFRARED 4 LIGHT PANEL

<table>
<thead>
<tr>
<th>QUANTITY</th>
<th>PART</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>LIGHT PANEL</td>
</tr>
<tr>
<td>4</td>
<td>250W (120V OR 240V) RED-FILTERED INCANDESCENT HEAT LAMP</td>
</tr>
<tr>
<td>4</td>
<td>TURNKEY MOUNTING CLAMP</td>
</tr>
<tr>
<td>1</td>
<td>REMOVABLE E-SHIELDED POWER CORD (15FT, 4.6M)</td>
</tr>
<tr>
<td>1</td>
<td>GROUNDING CORD SLEEVE</td>
</tr>
</tbody>
</table>

## POCKET SAUNA® ENCLOSURE

<table>
<thead>
<tr>
<th>QUANTITY</th>
<th>PART</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>LONG VERTICAL POLE (60.5 IN)</td>
</tr>
<tr>
<td>6</td>
<td>SHORT HORIZONTAL POLE (46 IN)</td>
</tr>
<tr>
<td>2</td>
<td>3-WAY CANVAS FITTING</td>
</tr>
<tr>
<td>2</td>
<td>2-WAY CANVAS FITTING</td>
</tr>
<tr>
<td>4</td>
<td>2-WAY CANVAS FITTING WITH SNAP</td>
</tr>
<tr>
<td>1</td>
<td>BAMBOO MAT</td>
</tr>
<tr>
<td>1</td>
<td>LONG MAT STICK (49 IN)</td>
</tr>
<tr>
<td>1</td>
<td>SHORT MAT STICK (22 IN)</td>
</tr>
<tr>
<td>2</td>
<td>CANVAS COVER LAYER (OUTER LAYER WITH POCKET)</td>
</tr>
<tr>
<td>1</td>
<td>CURTAIN</td>
</tr>
<tr>
<td>1</td>
<td>FRAME POLE/MAT/MAT STICKS BAG</td>
</tr>
</tbody>
</table>

## SHIELDED POCKET SAUNA® ENCLOSURE ADDITIONAL PARTS

<table>
<thead>
<tr>
<th>QUANTITY</th>
<th>PART</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SHIELDING COVER LAYER</td>
</tr>
<tr>
<td>1</td>
<td>SHIELDING MAT LINER</td>
</tr>
<tr>
<td>1</td>
<td>SHIELDING CURTAIN</td>
</tr>
<tr>
<td>2</td>
<td>GROUND CORD (3.3FT, 1M)</td>
</tr>
</tbody>
</table>

## SAUNA STOOL

<table>
<thead>
<tr>
<th>QUANTITY</th>
<th>PART</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>SEAT PLATE</td>
</tr>
<tr>
<td>2</td>
<td>LEG PANEL</td>
</tr>
</tbody>
</table>
SAUNA SETUP

1. UNPACKAGKE PRODUCT
Confirm that all parts were received & have not been damaged during shipping. Lay Light Panel on floor, lamps facing up, plug into power outlet, install all bulbs and turn on to test.

If Light Panel fails to turn on or 1 of the bulbs is not functioning, contact SaunaSpace Customer Support for repair or replacement.

Uninstall bulbs before proceeding with Installation.

2. CHOOSE POCKET SAUNA® ENCLOSURE INSTALLATION LOCATION
At least 51” front width x 24” rear width x 51” depth x 62” height

3. ASSEMBLE STOOL/PEDESTAL

4. ATTACH PANEL CLAMPS
Skip if Light Panel will not be installed in a Pocket Sauna®.

5. ENCLOSURE SETUP
Skip if you purchased the Shower Converter Bundle.

5-S. SHIELDED POCKET SAUNA REQUIRES ADDITIONAL SETUP STEPS, OUTLINED IN RED.
Skip if you purchased the regular Pocket Sauna®.

6. SHOWER CONVERTER SETUP
Skip if you purchased the Pocket Sauna®.

7. INSTALL BULBS
ASSEMBLE STOOL

NOTE: Pedestal is assembled same as Stool.

1. Insert one leg into another by aligning their center grooves.
2. Align legs with X-groove on back of Seat, seating the leg fully into the bottom of groove by rocking/wiggling legs back and forth.
3. Flip stool over and stand up on legs. Sit on stool or grasp stool by seat plate and push down above X-groove ends, to ensure legs are evenly and fully inserted into X-groove.
ATTACH PANEL CLAMPS

1. With open TurnKey pointed toward Light Panel, insert bare strap end into Light Panel’s Bracket Slot.
2. Close Clamp by inserting bare end into back into TurnKey Screw and rotating TurnKey clockwise.
ENCLOSURE SETUP

Follow Steps A - J on the following pages to get your Pocket Sauna completely installed. If you purchased the Shielded Pocket Sauna, also perform the steps D-S, I-S, H-S and K-S outlined in red.

POLES
6 of SHORT Horizontal Pole (46 in)
4 of LONG Vertical Pole (60.5 in)

FITTINGS
2 of 3-Way Fitting with Curtain Ball
2 of 2-Way Fitting
4 of 2-Way Fitting with Snap

A. MOUNT LIGHT PANEL TO LONG POLES

1. Place Light Panel face-down on floor.
2. Slide a LONG Pole through each Clamp Pair, placing middle of each Pole at midpoint of Light Panel.
3. Tighten Clamps until snug.
B. ASSEMBLE FRAME REAR

1. Flip the assembly on floor, lamp guards facing up.
2. Install 2-Way Fittings to each end of both poles.
C. INSERT SHORT POLES & STAND-UP

1. With Panel laying on ground, insert a SHORT Pole into each 2-Way Fitting.
2. Install the last two 2-Way Fittings with snaps to the other end of SHORT Poles. Install 2-Way Fittings on Poles, with snaps/logos to outside.
3. Using the handle on the back of the panel, carefully lift the panel and poles up and spread the bottom legs for stability.
D. INSTALL MAT STICKS INTO MAT

1. To ensure proper stability of your sauna, place the mat sticks into either end of the mat.
2. The short mat stick goes into the short or back end of the mat and the long mat stick goes into the long or front end of the mat.

Short Mat Stick

Long Mat Stick

Before

After
D-S. SHIELDED SAUNA ONLY!
INSTALL SHIELDING MAT LINER

1. Flip Mat over so Mat bottom is visible.
2. With Mat Liner’s top-center snap visible, snap Mat Liner to Mat bottom at all four flaps.
E. INSTALL MAT INTO FRAME

1. Place mat between bottom Poles.
2. Mat Flap should lay under Fitting.
3. Ensure Fitting’s tab is under Mat body and above Mat Flap.
4. Snap Flap to Fitting.
F. CONTINUED FRAME ASSEMBLY

1. Install 1 LONG Pole into Front-Bottom Fitting
2. Install 1 3-Way Fitting on this LONG Pole, with Double Socket on Door Side.
3. Install 1 SHORT Pole between 3-Way Fitting & Rear 2-Way Fitting
4. Repeat Steps 1-3 with other Frame Side.
G. CURTAIN INSTALL

1. Insert SHORT Pole (Door Pole) into top Socket of Double Sockets to connect the 3-Way Fittings.
2. Insert remaining SHORT Pole (Curtain Pole) into lower of Double Socket of ONE 3-Way Fitting.
3. Holding this Curtain Pole, install 6 Curtain Loops facing outside. The outermost Curtain Loops are not used here, they are on opposite side of Curtain to receive the Curtain Balls.
4. In other 3-Way Fitting, retract Door Pole slightly to allow insertion of SHORT Pole into bottom socket.

Ensure all Poles are snug & fully inserted into all Fittings.
H. ALIGN LAMPS TO TORSO

The most effective sauna therapy focuses the heat on the torso, the seat of the body’s toxins, thereby maximizing the detoxification effect.

**TOP LAMP ALIGN WITH CHEST, MIDDLE TWO LAMPS WITH ABDOMEN, LOWER LAMP AT KNEE HEIGHT WHILE USER IS SEATED.**

**FRONT OF CHEST IS 18-30 INCHES FROM LAMP FACE, IDEALLY ~24 INCHES.**

1. Turn clamp keys counter-clockwise to loosen.
2. Slide Light Panel to desired position.
3. Re-tighten clamp keys after proper height & level is achieved.
I. INSTALL INNER COVER
Dress Inner Cover (no embroidered pocket), seams inside.

1. ALIGN TOP. Drape Cover over top and align the top corners. Wide side of top goes to the front, narrow end to rear.

2. REAR CORNER TUCK. After Cover is aligned on top, tuck rear-bottom corners under Frame.

3. FRONT CORNER TUCK. Finally, tuck front-bottom corners under Frame for a snug fit.
I-S. SHIELDED SAUNA ONLY!
INSTALL SHIELDING COVER

1. Install Shielding Cover as you did the Inner Cover.

2. Installed Shielding Cover’s rear shows snap with triple ground jack above grommet flaps.

3. Connect 2 of 3-ft black ground cables to the triple ground jack.

4. Thread 1 ground cable to inside of sauna. Thread other ground cable in between the Inner Cover and Shielding Cover.

5. Tuck 3 Grommet Flaps into grommet hole.

6. 15-ft External Ground Cable connects to triple ground jack and runs outside the grommet after installing the Outer Cover.

SHIELDED UPGRADE KIT FOR POCKET SAUNA NOTE! The shielding system for the Shielded Pocket Sauna can’t be grounded through the pre-2018-version 4 Light Panel itself. The accessory 15-ft ground cable must be used to ground the system to an external outlet. Disregard Step 6 if you purchased the 2018 or later Shielded Pocket Sauna.
J. INSTALL OUTER COVER

1. Install Outer Cover (with embroidered logo & pocket on door) same as the Inner Cover.

2. After correct installation, Cover should be dressed tightly around top and bottom corners, both outside and inside sauna.

3. Pass power cord through grommets on Cover behind Light Panel.

K. INSTALL POWER CORD & CONNECT GROUND CABLES

1. Install Power Cord, by inserting C13 end from Rear of Sauna through all 3 grommets into interior of sauna.

2. Inside sauna, open cord sleeve & connect C13 end of power cord to C14 power receiver in cord sleeve.

2-A. SHIELDED SAUNA ONLY! 1st ground cord connects Shielding Cover to Light Panel through Cord Sleeve ground jack.
3. Snap cord sleeve closed.

**K-S. SHIELDED SAUNA ONLY! CONNECT MAT LINER GROUND**

1. 2nd ground cable that was threaded in between Inner Cover and Shielding Cover connects to Mat Liner inside sauna at back end of Mat Liner. Pull ground cable through slit in Inner Cover and connect to Mat Liner’s double jack snap.

2. Flip Mat Liner forward to hide ground cable & snap.

**H. HOW TO SEAL CURTAIN WITH BALLS & SIDE WINGS DURING USE**

- **INSIDE VIEW**
  - Outermost curtain loop hooks onto curtain balls on each side of curtain collar
  - Curtain sides tucked behind Poles for good seal
H-S. SHIELDED SAUNA ONLY! SNAP IN CURTAIN DURING USE

The Shielding Curtain has a snap on both of it's bottom corners that grounds the Shielding Curtain to the Shielding Mat Liner. At least 1 snap should be attached during use. Attaching both snaps helps ensure the Curtain-to-Cover seal is sufficient so RF leakage into the sauna is minimized.

It's most convenient to leave 1 snap attached on the side of the sauna from which you prefer to open/close the Curtain, so you only have to snap in the 2nd snap during operation.

1. Ensure Mat Liner flap properly extends out around the front-bottom Frame Fitting so it's visible and ready for Curtain's snap.
2. Snap Curtain to Mat Liner.
3. Repeat Steps 1-2 with Curtain's 2nd snap.
SHOWER CONVERTER SETUP

<table>
<thead>
<tr>
<th>QUANTITY</th>
<th>PART</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>STAINLESS STEEL CURTAIN RODS</td>
</tr>
<tr>
<td>1</td>
<td>4 LIGHT PANEL</td>
</tr>
<tr>
<td>1</td>
<td>PEDESTAL</td>
</tr>
<tr>
<td>1</td>
<td>STOOL</td>
</tr>
<tr>
<td>1</td>
<td>DUAL LAYER COTTON CANVAS SHOWER CURTAIN</td>
</tr>
</tbody>
</table>

1. Install curtain rods at top of shower enclosure, one at rear and one at front wall.

2. Drape Curtain over FRONT Rod and snap onto REAR Rod.
3. Assemble Pedestal and Stool as described in this Operation Manual under ASSEMBLE STOOL.
4. Install bulbs in Light Panel as described in this Operation Manual under INSTALL BULBS.
5. Place Pedestal at faucet side of shower. Place Stool at opposing end of shower. Stand Light Panel on Pedestal and plug into electrical outlet.

6. Close Curtain and Operate Sauna as described in this Operation Manual under SAUNA OPERATION.

**Use Restrictions**

Do not use this product if you have any condition that prevents entering/exiting shower enclosure.
Do not use in shower enclosures made of plastic walls.
Do not use in enclosures that prevent maintaining 18 in. clearance from operating lamp to seated user's chest.

**Safety & Product Care**

Never operate shower when Convertor Products are in bathroom.
Ensure all shower surfaces are completely dry prior to Convertor installation, including floor.
Do not expose Convertor Products to water or humid environments.

*Remove Light Panel, Pedestal, Stool and Curtain after sauna operation & BEFORE operating shower.*
INSTALL BULBS

CAUTION
Take care not to cross-thread bulbs during installation, which may result in damage to the heat lamp and/or socket.

1. Open Door fully by pulling on latch and pushing against adjacent wire tabs.

2. Insert bulb as shown and carefully thread clockwise into socket.

3. Close door and ensure latch snaps onto guard body securely.

US, Canada, Japan, Taiwan, other select countries:
Only use 120V-rated heat lamp bulbs.

UK, Europe, Middle East, Asia, Australia, most other countries:
Only use 240V-rated heat lamp bulbs.

SaunaSpace® stocks both 120V and 240V heat lamps for wherever you’ll use your SaunaSpace® Products, available at saunaspace.com.
SAUNA OPERATION

Refer to the following sections to understand proper sauna operation:

GENERAL GUIDELINES
PREPARATION BEFORE USE
DURING SAUNA USE
CLEAN-UP & COOL DOWN AFTER USE

GENERAL GUIDELINES

We want to provoke a profuse, systemic sweat response during each session, understanding that duration required will vary with individual user's needs. Certain individuals may need more or less than the recommended duration and frequency. Accordingly, please consult your healthcare provider regarding use of this product prior to first use.

If one is very debilitated, begin with 5-10 minute session 1x per week. SLOWLY build up duration and frequency of use.

DURATION. Begin with 20 minute duration max. As you acclimate to sauna therapy, slowly increase duration up to 60 minutes.

FREQUENCY. Begin with 1x per day max. As you acclimate to sauna therapy, slowly increase frequency up to 2x per day.

TIME OF DAY. It is best to use the sauna first thing in the morning or just before bedtime. These are the times one is most relaxed, and the more one relaxes, the more one will sweat para-sympathetically and so promote detoxification.

SUPERVISION. The presence of an attendant or friend close by is most helpful if you have any type of health condition.
PREPARATION BEFORE USE

1. ALIGN LAMPS & LEVEL
Make sure the lamps are properly aligned to your torso.

2. PREHEAT
Turn all lamps on and close curtain to preheat. Sauna air will be above 100°F (38°C) after pre-heating about 10-15 minutes. Use the fourth lamp to pre-heat faster.

3. DRINK
8-16 ounces of water before a sauna session.

4. TOWELS
Place 1 towel on the stool and 1-2 more beneath your feet. Perhaps have another small towel to wipe sweat off the face during the sauna session.

Remove and wash used sauna towels after every sauna session to convey your odorous and caustic sauna sweat out of the sauna via the towels. Failure to remove and wash soiled towels may lead to mildew damage on your Product.

5. CLOTHING
Wear minimal clothing in a near infrared sauna so that the rays will penetrate the skin, especially the torso. Users may want cover the genitalia with a towel to prevent over exposure of this sensitive tissue.

6. NO DISTRACTIONS
Avoid working, studying, or talking. Detoxification requires a relaxed nervous system, so relax, listen to some relaxing music if necessary, meditate or use visualization techniques. Sit comfortably but erect and avoid slouching or leaning.
DURING SAUNA USE

Always keep your body and limbs AT LEAST 18 INCHES (46 CM) AWAY from operating heat lamps.

Light Panel lamp GUARD DOORS MUST BE SECURELY CLOSED during operation.

NEVER STARE DIRECTLY into the operating heat lamps.

ALWAYS LEAVE A SAUNA AT ONCE if you feel very faint, if you stop sweating, if your face turns bright red, or if your heart starts to race. This indicates overheating or heat stroke.

1. LIGHT PANEL ON/OFF OPERATION
Upper switch operates top lamp.
Middle switch operates two middle lamps.
Bottom switch operates the bottom lamp.

2. SESSION DURATION & FREQUENCY
Preheat the sauna for 10 minutes before use.
Begin with 20 minute duration max. As you acclimate to sauna therapy, slowly increase duration up to 60 minutes.
Begin with 1x per day max. As you acclimate to sauna therapy, slowly increase frequency up to 2x per day.

4. ROTATE & SWEAT
The torso must always be rotated 1/4-turn every 2-5 minutes to control heat exposure and to prevent burning of the skin. Ideally, you want to have strong torso sweating for at least 5 minutes, which typically requires a minimum 20 minute session.

5. TURN OFF
Light Panel should be turned off after session is completed.
CLEAN-UP & COOL DOWN AFTER USE

1. **DRINK**
   8-16 ounces of water after a sauna session.

2. **RINSE OFF IN SHOWER**
   After a sauna session you may wish to take a shower to rinse off. This may prevent re-absorption of toxins excreted from tissues to the skin's surface through sweating.

   Scrubbing the skin with a natural-bristle brush or loofa may be desirable.

3. **RELAX**
   After a sauna session, relax to allow the body to re-adjust. Always rest for 10 to 15 minutes after a sauna session. Do not go return to daily activities immediately.
PRODUCT CARE

LIGHT PANEL
Unfinished wood must be protected from sources of water and conditions of high humidity.

FRAME
Contains unfinished wood must be protected from sources of water and conditions of high humidity. Same goes for the Canvas Fittings.

COVER | CURTAIN
Spot-clean soiled areas of canvas as needed with a sprayer of hydrogen peroxide solution. Air dry fabric in warm room.

WASHING MACHINE INSTRUCTION
Cold water, delicate cycle with BioKleen Fragrance Free or similar hypoallergenic detergent.

Air dry only. Do not put this in the dryer.
Installed Cover may be steamed with a fabric steamer to reduce visible wrinkles. Care must be taken to use fabric steamer correctly and according to manufacturer’s instructions to avoid discoloring and/or damaging the cover material.

STOOL | PEDESTAL
Unfinished wood must be protected from sources of water and conditions of high humidity. PLACE A TOWEL ON YOUR STOOL DURING SAUNA OPERATION TO PROTECT IT FROM EXPOSURE TO SWEAT.

MAT
Unfinished bamboo and cotton canvas must be protected from sources of water and conditions of high humidity. Spot-clean bamboo as needed with a mild water-vinegar (1:1 vinegar/water) solution.

Avoid sweating directly on the mat to extend it’s product life and to keep the sauna experience pleasant. The mat is a barrier between the existing flooring and the sauna, but is not designed to soak up sauna sweat. PLACE A TOWEL ABOVE THE MAT DURING SAUNA OPERATION TO COLLECT YOUR SAUNA SWEAT.

Failure to remove and wash soiled towels can lead to mildew damage on your Product.
SaunaSpace LLC (hereafter referred to as "SaunaSpace®") recognizes that certain natural materials components such as wood, cotton and steel used in its Products (hereafter referred to as "Products") have naturally occurring blemishes, discolorations, minor imperfections, knots and irregular character and grain. These naturally occurring irregularities are not considered defects in materials for the purpose of this warranty, providing they do not adversely affect the functionality of the Product.

SaunaSpace® warrants to the original consumer purchaser that its Products will be free from defects in materials and workmanship appearing under normal individual consumer use. This warranty does not cover damage to Products caused by abuse, acts of God, mishandling, unauthorized repair or your failure to consult a licensed health care provider regarding proper use of this product. This warranty specifically excludes heat lamp bulbs.

THIS WARRANTY IS IN LIEU OF ALL OTHER EXPRESS WARRANTIES; AND ANY IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THIS WARRANTY. IN NO EVENT WILL SAUNASPACE® BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Some states do not allow limitations on how long an implied warranty lasts and/or the exclusion or limitation of incidental or consequential damages, so the above limitation and/or the above exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. As its sole responsibility and your sole remedy for any warranted defect, SaunaSpace® will repair or replace any defective part of its Products, containing a warranted defect, free of charge, and with notification within a reasonable period of time (but no longer than 6 months) following the discovery of such defect.
RETURNS & REPAIRS

100 DAY TRIAL

You have up to 100 days to test your SaunaSpace® Product and decide if it suits you.

FREE RETURN SHIPPING IN USA*

We think you’ll keep it. But if not, you can return it during the 100 Day Trial for a 100% refund. As long as the SaunaSpace® Product is still in “like new condition” we will refund the purchase price. If you roughed it up a bit, that’s okay. We may deduct a proportional amount from the refund to cover the cost of repair of the damaged component.

*excludes orders for bulbs and books only, and other similar orders valued under $248.

RETURN SHIPPING IN USA FOR ORDERS UNDER $248

Equivalent to the actual cost to return-ship. You may return the goods on your own via an insured, trackable carrier method and we will refund the value of the items returned, as per our 100 Day Trial Policy Rules listed below. You can also follow the steps below under “How Do I Return Or Exchange Your Product?” if you wish us to issue you pre-paid FedEx return ship labels. We will deduct the return ship cost incurred from the refund.

RETURN SHIPPING FEE FOR ALL INTERNATIONAL DESTINATIONS

equivalent to the actual cost to return-ship.

Claims for items missing or damaged in transit must be received within five (5) business days of receipt of product.

You may either exchange the product for the same product or receive a refund for amount of the purchased product. Refunds on returned products will be issued in the same payment form as tendered at time of purchase. Payments made by credit card will be reimbursed to your account after we receive and inspect the item. Please allow 7-14 days for a credit to appear on your credit card statement.
HOW TO RETURN OR EXCHANGE YOUR PRODUCT?

1. EMAIL US, DESCRIBING YOUR REASON FOR RETURN/EXCHANGE & YOUR DESIRED RETURN METHOD, DROP-OFF OR PICKUP

EMAIL sales@saunaspace.com

We will email you pre-paid FEDEX labels for the return ship:

For DROP-OFF at your local FEDEX Office or Customer Center:
• Labels emailed to you may only be used for drop-off
• Drop-off may occur any date on or after labels are received, for up to 10 days.

For PICK-UP at your address:
• Indicate the desired pickup date and time window
• Pickup date must be at least 24 hours ahead of schedule date
• Pickup time window must be minimum 4 hrs, during 8am – 6pm local time.

2. PACK RETURN ITEMS INTO BOXES
• If you return a Light Panel (individually or as part of a Pocket Sauna), DO NOT return bulbs & DO NOT return the attachment turnkey clamps.
• Re-pack the item(s) in its original shipping carton exactly as it was received. It is important to place the cardboard stiffeners and foam parts correctly to protect the components during transit. Failure to do so may cause the components to become marred and incur a reduction in your refund
• Tape carton(s) securely shut.
• Print the pre-paid FEDEX labels we emailed you and affix pre-paid labels to appropriate box(s).
• Please note the dimensions and item descriptions for each label, as each label is meant for the appropriate box size and weight.

Pocket Sauna Packing Instructions:
26x26x14 in. Box:
Light Panel, Power Cord, Frame Connectors, 2 Cover Layers & Curtain pack inside. The white box containing the Cover and Stool Travel Bags and the stool box containing the Stool go on top of the rest.

62x6x6 in. Box:
The Mat rolls around the Mat Sticks and Frame Poles. The rolled bundle fits into the Frame Travel Bag and inserts into this box. Make sure the foam squares are on each end for protection of the components.

3. SHIP
DROP-OFF at your closest Fedex location or wait for your scheduled PICK-UP.

100 DAY TRIAL RETURN POLICY RULES
Claims for items missing or damaged in transit must be received within five (5) business days. We are not responsible for lost or damaged packages.

All returned or exchanged items must be in "like-new" condition, in their original shipping carton, and must include all packing material and all parts. Products must be undamaged, unmarred, and unstained.

Goods will be inspected upon return. Identified damages due to user abuse may result in proportional reduction of refund amount.

Please take care to re-pack items exactly as received in order to avoid damage during return shipping. Damage due to poorly packed items are not covered by the included shipping insurance and will be deducted from refund.

SaunaSpace® is not responsible for personal data or items left in returned merchandise.

SaunaSpace® is not responsible for any consequential or incidental damage resulting from the sale or use of any product bought from us. We are responsible for the monetary value of the product only.
WHAT ABOUT WARRANTIED REPAIRS?
Refer to the LIFETIME WARRANTY Section of this Operation Manual.

All our SaunaSpace® Products are warranted against defects in manufacturing and workmanship under individual consumer use, as per our Lifetime Warranty.

You will pay shipping cost both ways, to us and back to you.

5-10 business days will be required for repair or replacement before your repaired product or replacement product is shipped out to you. All repaired or replacement products will be shipped by ground courier service and a tracking number will be emailed to you once the shipment is in transport.

At our discretion, we may ship out a replacement part in lieu of return-repair. In this case, you pay ship cost to mail the replacement part to you.

Refer to HOW TO RETURN OR EXCHANGE YOUR PRODUCT above to return your Product for repair.

WHAT ABOUT NON-WARRANTIED REPAIRS?
Rest assured that our Handmade Products are built with strict quality controls and will last many, many years if properly taken care of according to the Product’s Operation Manual. For non-warranted repairs, you pay shipping cost both ways, to us and back to you.

Refer to HOW TO RETURN OR EXCHANGE YOUR PRODUCT above to return your Product for repair.
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