

The Harvia logo is a red square with the word "HARVIA" in white, bold, sans-serif capital letters.

Sauna & Spa

Healing with heat

## WARRANTY PERIODS, FAMILY USE

| HARVIA PRODUCT                                                                                                       | WARRANTY PERIOD                                                    |
|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| Sauna heaters, steam generators, heating products and control units<br>(All sauna types, including heating elements) | 2 years<br>(+1 extra year for registered electrical sauna heaters) |
| Hot tubs and cold tubs                                                                                               | 2 years                                                            |
| Accessories*                                                                                                         | 2 years                                                            |
| Saunas<br>(All sauna types, including frames, panels, doors, and hinges)                                             | 2 years<br>(Covers only manufacturing defects)                     |

## WARRANTY PERIODS, NON-CONSUMER OR COMMERCIAL USE

| HARVIA PRODUCT                                                                                                                                            | WARRANTY PERIOD                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| Electrical heaters, steam generators and control units<br>(All sauna types, excluding heating elements and parts and components subject to wear and tear) | 2 years                                       |
| Woodburning heaters                                                                                                                                       | 6 months                                      |
| Hot tubs and cold tubs                                                                                                                                    | 6 months                                      |
| Accessories*                                                                                                                                              | 1 year                                        |
| Spare parts (Excluding heating elements)                                                                                                                  | 1 year                                        |
| Heating elements (Including spare part heating elements)                                                                                                  | 6 months                                      |
| Saunas<br>(All sauna types, including frames, panels, doors, and hinges)                                                                                  | 1 year<br>(Covers only manufacturing defects) |

\* Excluding small item accessories such as pails, ladles, textiles, indicators and sauna stones.

# WARRANTY TERMS AND CONDITIONS



*Healing with heat*

## 1. General

- 1.1. Harvia Finland Oy and Velha Oy, hereinafter referred together to as "Harvia", provide limited warranty for its new products in accordance with these terms and conditions. The warranty applies to defects in material and workmanship that occur during the warranty period.
- 1.2. Velha Oy's warranty obligations are solely given in respect of and restricted to saunas as defined in sections "Warranty periods, family use" and "Warranty periods, non-consumer or commercial use", whereas Harvia Finland Oy's warranty obligations are given to all other Harvia products defined in sections "Warranty periods, family use" and "Warranty periods, non-consumer or commercial use".
- 1.3. This warranty does not affect the consumer's statutory rights under applicable national or state laws in force, or the consumer's rights against the dealer arising under their sales or purchase contract.
- 1.4. The warranty applies only to new products sold directly by Harvia or its official dealers.
- 1.5. These warranty terms and conditions apply only to products sold or delivered outside Finland.

## 2. Warranty period

- 2.1. The warranty periods are defined in sections "Warranty periods, family use" and "Warranty periods, non-consumer or commercial use" of this document. Warranty and maintenance services do not extend or renew the warranty periods.
- 2.2. The warranty period is product-specific and starts from the date of original purchase of the product, unless Harvia has otherwise expressly agreed.
- 2.3. The warranty expires if the main purpose of the product changes during the warranty period from family use to non-consumer or commercial use or from non-consumer or commercial use to family use.

## 3. Warranty claim

- 3.1. The customer shall notify Harvia of any defect in the material or workmanship of the product within a reasonable period of time, but, if the customer is a consumer, not later than two months from the date of discovery of the defect or when the defect should have been discovered, or if the customer is not a consumer, not later than 14 days from the date of discovery of the defect or when the defect should have been discovered.
- 3.2. In case of visible defects, the warranty claim must be made before the product is installed.
- 3.3. The warranty claim is submitted to the manufacturer or the seller of the product in written along with product information, serial number (when applicable), a clear description of the defect and a description of the environment and conditions of use of the product within the warranty period.
- 3.4. The customer will need to present a proof of purchase applicable to the product. The proof of purchase in conjunction with these terms and conditions constitutes the commercial guarantee statement for the purposes of European consumer legislation.

## 4. Requirements for the warranty to be effective

- 4.1. The electrical product has been installed and connected to the electrical network in accordance with the manufacturer's installation and operating manual and current regulations by an authorized, professional electrician and proof of this is presented.
- 4.2. The product is installed, operated and maintained according to the manufacturer's installation and operating manual and instructions.
- 4.3. The defect has been found under conditions of use that can be regarded as ordinary.
- 4.4. The defective product will be sent back to the manufacturer on request when applicable.
- 4.5. The customer has checked that the product is free from transport or storage damage upon receipt. Any transport or storage damage found must be reported immediately to the seller or carrier, but no later than 7 days after delivery of the product.

## 5. Limitations of the warranty

The warranty does not cover:

- 5.1. Defects or damage resulting from failure to comply with manufacturer's installation, use or maintenance instructions.
- 5.2. Defects or damage resulting from the customer having chosen a product that is unsuitable or incorrectly dimensioned for the use or application.
- 5.3. Defects or damage caused by an accident, extraordinary stresses or conditions or non-intended use.
- 5.4. Defects or damage caused by transport or incorrect storage.
- 5.5. Defects or damage resulting from the use of stones not recommended by the heater manufacturer.
- 5.6. Products that were modified or repaired without the explicit approval of the manufacturer, or other than original Harvia spare parts have been used or relevant markings, such as product identification or safety markings, have been removed or damaged.
- 5.7. Materials and parts subject to wear and tear, such as heating elements, timers, relays, light bulbs, sauna stones, etc. unless the part is separately specified in the section regarding warranty periods.
- 5.8. Damage and discoloration of the wood due to inadequate ventilation or a non-intended installation site or use.
- 5.9. Natural changes in the wood such as discoloration, pitch, crack formation, shrinkage, swelling or similar changes due to the natural properties of the wood.
- 5.10. Other similar matters not resulting from defects in materials or workmanship.

## 6. Limitation of liability

- 6.1. If it is determined that a defect or damage reported by the customer is not covered by the warranty, the manufacturer shall be entitled to charge for the costs and work involved in finding and locating the defect or damage from the customer, including travel and work expenses in accordance with the actual costs incurred.
- 6.2. The warranty applies only if the customer has fulfilled the obligations for which it is responsible, in particular by paying the purchase price.
- 6.3. Except as expressly provided in this warranty, Harvia makes no other warranties, express or implied, including but not limited to any implied warranties of merchantability or fitness for a particular purpose or end-use.

## 7. Satisfaction of the warranty claim

- 7.1. Harvia reserves the right to satisfy the warranty claim at its discretion by means of repair, replacement or price reduction.
- 7.2. Except as expressly otherwise provided for by mandatory law, Harvia is not liable for any direct, indirect or consequential costs, losses or damages, such as loss of profits or revenue, that the customer incurs due to a defective product or any delay in satisfaction of the customer's warranty claim.

## 8. Governing law and dispute resolution

- 8.1. If the customer is not a consumer, these warranty terms and conditions shall be governed by and construed in accordance with the laws of Finland excluding its choice of law provisions. If the customer is a consumer, the applicable law shall be determined in accordance with the place where the concerned consumer is domiciled.
- 8.2. All disputes arising out of, or in connection with these warranty terms and conditions shall be exclusively resolved by the District Court of Helsinki (Fi: Helsingin käräjäoikeus) as the court of first instance or, if the customer is a consumer, by the courts for the place where the concerned consumer is domiciled.

These warranty terms and conditions apply unless Harvia has otherwise expressly agreed.

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