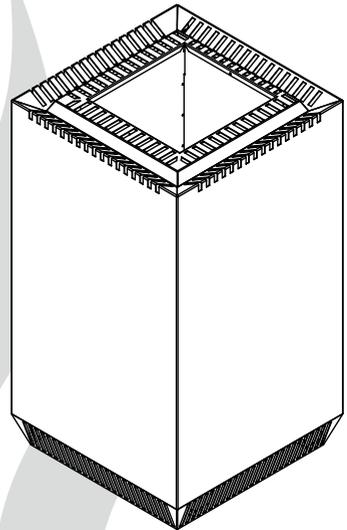


## EOS Selection

Sauna heater



EN

### Installation and Operating Instructions

Made in Germany

CE IPx4 EAC UK  
CA

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Technical changes reserved



## Documentation

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### Original installation instructions EN

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# Deutsch

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# General safety instructions

## Safety levels

Safety instructions and important operating instructions are classified. Please familiarise yourself with the following terms and symbols:

### **WARNING**

#### **Warning**

Indicates a hazardous situation which, if not avoided, could result in death or serious injury.

### **CAUTION**

#### **Caution**

Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.

### **NOTICE**

#### **Notice**

Indicates a hazardous situation which, if not avoided, will result in damage to the unit.

## Mounting and electrical installation



These installation instructions are intended for qualified personnel familiar with the laws and regulations applicable to electrical installations at the installation site. Observe the following general safety instructions during mounting, configuration and commissioning of the product.

### **Risk to life and limb and risk of fire**

Risk to life and limb from electric shock and fire in the event of improper or faulty electrical connection. This risk also applies following completion of the installation work.

- The electrical installation of the heater, relay boxes and other electrical systems or equipment with a fixed mains connection must only be performed by a trained electrician from an authorised electrical company.
- Ensure compliance with the applicable standards and regulations for electrical installation.
- The system must be disconnected and removed entirely from the mains supply before commencing installation and repair work.
- The housing cover must only be removed by a specialist.

### **Fire hazard from overheating**

Insufficient ventilation can lead to device overheating and fire.

- Install the air inlet and outlet in the cabin.
- Observe the cabin manufacturer's safety and installation instructions.

### **Risk of fire due to sauna stones**

It is possible for hot stones or stone pieces to fall out of the rock store.

- The sauna heater may not be placed on a floor made of easily flammable material (e.g. laminate or synthetic flooring). Ceramic tiles are recommended as a flooring option.

## Risk of burns from hot glass

Glass surfaces in the cabin become hot while the sauna is in operation.

- When installing the cabin, ensure that the touchable glass surfaces on the outside of the cabin may reach a maximum temperature of 76°C. Appropriate protection may need to be installed if required.

## Risk of burns from hot unit

During operation, the sauna heater may become hot and, if touched, could cause burns.

- Maintain a safe distance.

## Sauna cabin and heater

The sauna cabin must be constructed with proper material and built in a professional manner, and the heater must be suited for the cabin.

- Sauna heaters and control units may only be used in sauna cabins made of suitable, low-resin and untreated material (e.g. Nordic spruce).
- Multiple heaters may be installed in one sauna if the heater output can properly supply the cabin volume. In this case, depending on the position, an additional safety temperature limiter must be installed for each additional heater.
- The sauna heater is not designed to be installed or set up in an alcove or under a bench or sloping roof unless the sauna heater is specifically designed and approved for this type of installation.
- Receptacles may not be installed inside the sauna cabin.
- Each sauna cabin must have air inlets and outlets. The air inlets and outlets may be installed below or behind the sauna heater, approx. 5 to 10 cm above the floor. The minimum dimensions of the air inlets and outlets can be found here: Technical data, Air inlets and outlets
- The exhaust openings are always installed in the lower part of the wall diagonal to the sauna heater. The supply and exhaust openings must not be closed. Please observe the instructions provided by your sauna cabin manufacturer.
- Use one of the control units listed below to check and control the sauna heater. This control unit is fixed to a suitable location on the cabin's external wall, and the corresponding

### General safety instructions

sensor housings according to the installation instructions that accompany the control units inside the sauna cabin.

- The cabin lighting must be safe for sauna cabin use and installed in such a way that it can be used safely in a sauna cabin. Ensure that the heater is installed in compliance with the standards and legal norms valid in your country.
- The cabin door must open outward and must not have a lock that cannot be opened in the case of failure. We recommend magnetic or spring locks.

## Operator instruction

Der Betreiber der Sauna-Kabine muss bei der Inbetriebnahme über die folgenden allgemeinen Sicherheitshinweise unterrichtet werden. Dem Betreiber muss die Gebrauchsanweisung ausgehändigt werden.

### Risk of electric shock

A risk to life and limb from electric shock and fire arises in the event of improper repair work. This risk also applies after work is completed..

- The housing cover must only be removed by a specialist.
- Repairs and installations must only be performed by a trained specialist.
- The system must be disconnected and removed entirely from the mains supply before commencing repair work.
- Use only original spare parts from the manufacturer.



### Fire hazard

Objects placed on the heater can easily be ignited and cause fires.

- Do not place objects on the heater.
- Fill the rock store as directed.
- Inspect the sauna cabin prior to each commissioning.
- If you switch on the heater using pre-set timers or a remote control, attach a protective cover to the heater or install a suitable safety device.

### Health risks

Spending time in a sauna cabin can lead to serious health risks or even death for persons with health impairments.

- Persons with health impairments who spend time in a sauna must consult a doctor before entering a sauna cabin.

## Damage to health

Excessive time spent in a heated sauna cabin can lead to overheating of the body (hyperthermia), which may cause serious health problems and even death. Hyperthermia occurs when the core temperature of the body exceeds the norm by a few degrees. Symptoms of hyperthermia include fever, dizziness, lethargy, sleepiness, and fainting. Side effects of hyperthermia include perception disorders, inability to recognize the need to leave the room, inability to identify imminent danger, harm to the foetus in the case of pregnant women, inability to physically leave the room and unconsciousness.

Alcohol, drugs, and medications increase the risk of hyperthermia..

- Do not exceed the maximum recommended time in the sauna.
- Leave the sauna cabin if your body responds abnormally to the heat or if you do not feel well.
- Avoid alcohol, drugs, and medications when you are using the sauna.

## Operating the unit

This unit should not be used by children or persons with reduced mental capacity or limited physical or sensory abilities. Children must not play with the unit. Cleaning and user maintenance must not be performed by children.

- Children must be supervised to ensure they do not play with the unit.

## Standards and regulations

For an overview of the standards that were observed during design and construction of the sauna heaters, please refer to the individual product's technical data sheet that can be downloaded from [www.eos-sauna.com](http://www.eos-sauna.com).

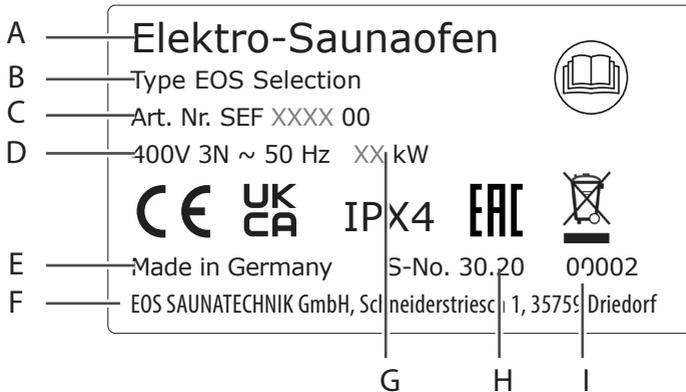
## Identification

EOS Selection is an electrically heated Finnish sauna heater available in a variety of output capacities.

## Requirements for operation

The heater must be operated together with one control unit. They are not included in the scope of delivery.

## Nameplate



- A** Name
- B** Model
- C** Item number
- D** Electrical connection
- E** Country of origin
- F** Manufacturer
- G** Heater output
- H** Manufacturing date
- I** Serial number

## Identification

### Scope of delivery

The contents are as follows:

- 1 Sauna heater
- 1 Rear side cover panel
- 1 Assembly and operating instruction

### Technical data

Electrical connection	400 V 3N ~ 50 Hz			
Power output	7,5 kW	9,0 kW	10,5 kW	12,0 kW
For sauna cabin size	7 - 10 m <sup>3</sup>	9 - 14 m <sup>3</sup>	11 - 15 m <sup>3</sup>	14 - 18 m <sup>3</sup>
Min. size air inlet and air outlet	35 x 5 cm	35 x 6 cm	35 x 6 cm	35 x 7 cm
Weight, excl. stones / packaging	28 kg			
Dimensions H x W x D	75 x 42 x 42 cm			
Stone filling	approx. 35-40 kg (stones are optionally available)			
Power extension required (LSG unit)	no		EmoTec LSG 09R	
Suitable sauna control units	EOS Econ-series, Compac-series, EmoTec -series, EmoStyle-series, EmoTouch-series			
Leakage current	max. 0,75 mA per kW heating power			
Intended use	Sauna heater for private and commercial sauna cabins			
Fuse control unit in A	3 x 16 A			
Fuse LSG in A			3 x 16 A	
Connection cable main - control unit	5 x 2,5 mm <sup>2</sup>			
Connection cable main- LSG			5 x 2,5 mm <sup>2</sup>	
Connection control unit - heater	5 x 1,5 mm <sup>2</sup>			
Connection LSG - heater			5 x 1,5 mm <sup>2</sup>	
Connection control unit - LSG			4 x 1,5 mm <sup>2</sup>	

All cross sections of a line are minimum diameters in mm<sup>2</sup> (Copper line)

### Accessories (optional):

- Sauna stones, approx. 25 kg ..... Item no. 94.7337
- Sauna stones, Quartz white, approx. 15 kg ..... Item no. 94.6878
- Heater guard brackets ..... Item no. 94.7501
- Heater guard, 3 parts, Abachi / Walnut ..... Item no. 94.7502 / 7503
- Heater guard back side, Abachi / Walnut ..... Item no. 94.7504 / 7505

## Intended use

This sauna heater is intended solely for the purpose of heating sauna cabins, together with a suitable control unit.

EOS Selection is a floor-standing sauna heater that is suitable for private and commercially used cabins.



The heater is not suitable for outdoor use!

It must be operated only inside buildings and may not be exposed to environmental conditions such as extreme humidity and moisture or the possible formation of condensation or corrosive substances in the ambient air, as well as other weather conditions.

Any use beyond this is considered improper use. Proper use also includes compliance with operating, maintenance and servicing requirements.

The manufacturer is not responsible for unauthorised modifications and damages resulting from these modifications; the person modifying the equipment alone shall bear the associated risk.

## Foreseeable misuse

The following are considered instances of foreseeable misuse:

- The unit is operated without knowledge of or compliance with the safety instructions.
- Operating, service and maintenance requirements are not observed.
- The unit is operated by children or persons with reduced mental capacity or by persons who have not been thoroughly instructed in its use.

## General instructions

- Please note that an optimal sauna climate can be achieved only if the cabin with its air inlets and outlets, the sauna heater, and the control unit are synchronized.
- Observe the specifications and information provided by your sauna retailer.
- The sauna heaters heat the sauna cabin with heated convection air.
- Fresh air is drawn in through the air inlet. It is warmed and rises (convection) and is then circulated in the cabin. Some of the used air is pushed out of the cabin through the cabin's air outlet. This creates a typical sauna climate in which temperatures of approx. 110°C are achieved directly below the ceiling. These temperatures drop to approx. 30–40°C in the cabin along the floor. Therefore, it is not unusual that if the temperature sensor above the heater reads 110°C, the thermometer that is mounted approx. 20–25 cm below the cabin ceiling on the sauna wall reads only 85°C. When the max. temperature is set for the area around the upper recliner bench, the bathing temperature is typically between 80°C and 90°C.
- Please note that the highest temperatures in the cabin are always above the sauna heater and that is where the temperature sensor and safety temperature limiter should be mounted according to the installation instructions for the control units.
- The first time the cabin is heated, you may notice a slight odour resulting from the evaporation of consumables used in the manufacturing processes. Air out your cabin once it has been heated and before using the sauna.

# Installation

This chapter describes how to install the sauna heater. Prior to the installation, air inlets and outlets must be installed in the sauna. It may be necessary to mount additional fans in the inlets/outlets. All protective films must be removed from the heater.

## NOTICE

### Damage due to incorrect mounting location

The heater is not suitable for outdoor use!

- The heater must be operated only inside buildings and may not be exposed to environmental conditions such as extreme humidity and moisture or the possible formation of condensation or corrosive substances in the ambient air, as well as other weather conditions.
- The heater is not designed to be installed in a niche, under a bench or a sloping roof.

---

### Specifications for the sauna cabin

The sauna cabin must be planned and installed according to specifications before the sauna heater is installed.

The floor on which the sauna heater stands must be level.

In general, it should be noted that the sauna heater must not be placed on a floor made of easily flammable material (laminated, flooring made of plastic material, etc.). Ceramic tiles are recommended as a flooring option.

### Electrical lines

All electrical installations laid inside the cabin must be heat-resistant silicone cables and must be suitable for temperatures of at least 170°C.

All lines must be routed in such a way that they are well-protected, e.g. in a cable duct.

If single-core lines are used as connecting cables, they must be protected by a flexible metal hose connected to the protective conductor.

### Installation site

- Inner ceiling height of at least **190 cm**
- Distance between heater and cabin wall at least **4 cm**
- Distance between heater and bench or other flammable materials at least **4 cm**
- The required heater power depends on the sauna size and construction. Heater power must suit the sauna size. See the chapter „Technical Data“.

## Minimum clearances

- The minimum height of the sauna cabin must be **190 cm** on the inside. (Fig. 1).

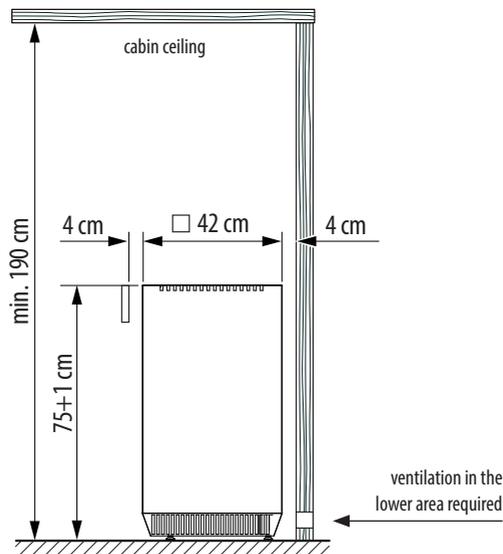


Fig. 1

- Make sure that the horizontal distance between the heater and cabin wall is at least **4 cm** (Fig. 2).
- The safety gap between the heater and the safety guard rail, sauna bench or other flammable materials must be at least **4 cm**. The top of the safety guard rail should be approx. at the same height as the front of the heater.

## Installation example

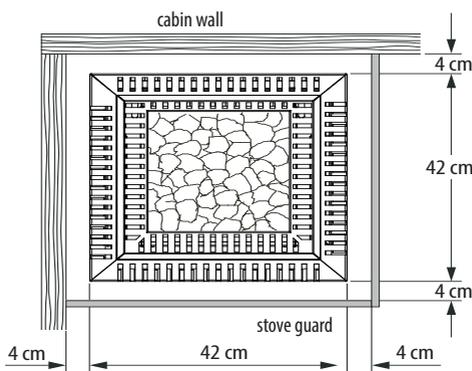


Fig. 2

The heater safety guard rail is not part of the delivery and must be ordered as an option or provided by the sauna cabin builder.

### Air inlets and outlets

Air inlets and outlets must be installed in the sauna cabin to ensure a sufficient air circulation and to prevent the heater from overheating.

The required size of the air inlets and outlets depends on the heater power, see Technical data.

#### **WARNING**

#### Fire hazard from overheating

The heater can overheat if the air supply is insufficient. Risk of death due to sauna fire.

- Ensure that the air inlets and outlets provide sufficient ventilation. Install a fan if necessary.
  - Sauna may be only switched on after all air inlets and outlets have been opened.
- 

If the heating process takes too long time, the common reason is the insufficient fresh air supply to the heater. Sauna should have the air exchange rate of at least 5 volumes per hour.

If, although the air inlet/outlet are properly sized, the heater still lacks the fresh air supply, a fan (mechanical ventilation) should be installed at the air supply side outside the sauna cabin.

Depending on the location of the heater, the air inlet needs to be installed behind or below the heater.

#### Connection cable

The heater connects via a connection cable to the sauna control unit, and if above certain power also to the additional power extension unit. The heat-resistant silicone cable is sensitive to mechanical damages and be appropriately protected during installation. For this purpose use a cable duct or a protective pipe from the installation site of the heater up to the control unit. The radius for laying the cable around a corner should be at least 100 mm (R100).

See the connection diagram for details.

#### Temperature sensor

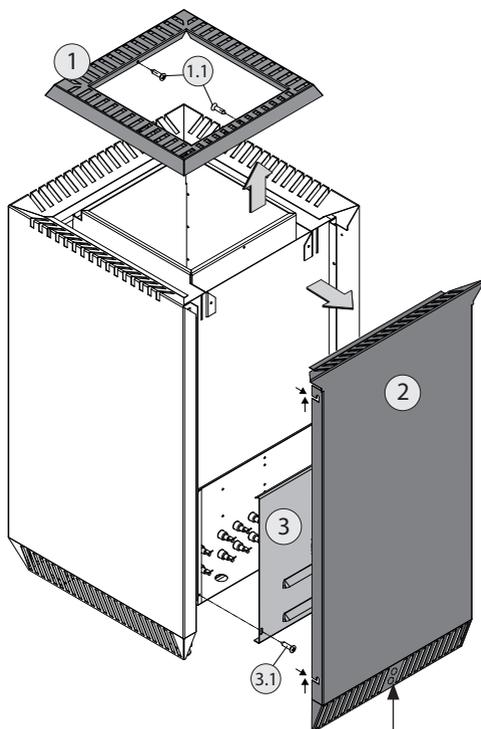
The main temperature sensor with the safety overheating limiter must be installed at the place with the highest expected temperature, which normally means directly above the heater.

The temperature sensor with the overheating limiter fuse is not included in the scope of delivery. Refer to the separate installation instruction of the sauna control unit for installation details.

## Connections

- Connects the cable(s) as per connection diagram. The connection diagram is among others attached on the inside of the terminal box cover.
- The terminal box is placed behind the external cover panel:

Undo 2 screws (1.1) at the top cover (1) and lift it. Lift the cover panel (2) and pull it out. Undo 2 fixation screws (3.1) at the terminal cover (3).



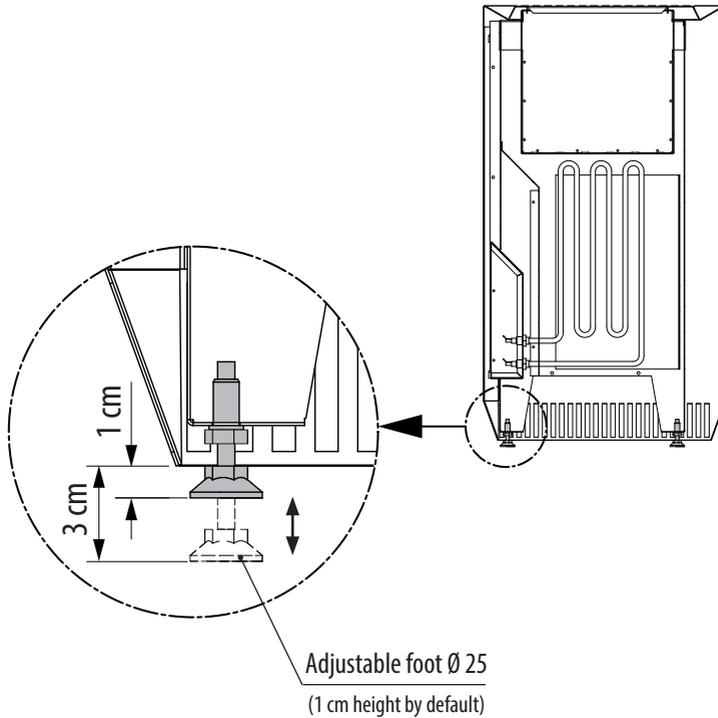
**Fig. 3**

Press out the pre-punched holes for  
cable glad installation

- Connect the cable(s) to the control unit and, if installed, to the power extension unit. Make sure to observe the local regulations and applicable safety norms.

## Adjusting the feet

After the heater has been placed at its final position ensure that it stands stable and level, using the 4 adjustable feet which you can adjust in height individually by rotating them clockwise or anticlockwise.



**Fig. 4**

## Connections

### General instructions for electrical installation

Ensure that electrical installation is performed in compliance with the standards and legal norms valid in your country.

If a residual current device (RCD) is installed, ensure that there are no other electrical consumers not belonging to the sauna system which are fused via this RCD.

If the sauna heater has not been used for an extended period of time, the heater may draw moisture from the ambient air, which, in rare cases, could lead to the RCD to be tripped. This is a physical process and not a fault on the part of the manufacturer.

In this case, the heater must be heated by a technician under supervision which will bypass the RCD function. Once the moisture has escaped from the heating elements after approx. 10 minutes, the RCD can be integrated again in the electric circuit.

If the sauna heater will not be used for an extended period of time, we recommend that you switch on the heater every 6 weeks so that the heating elements do not accumulate moisture. If, during commissioning, the RCD is triggered, the electrical installation must be checked again

The electrician is responsible for properly connecting the heaters; thus, the manufacturer does not assume liability.

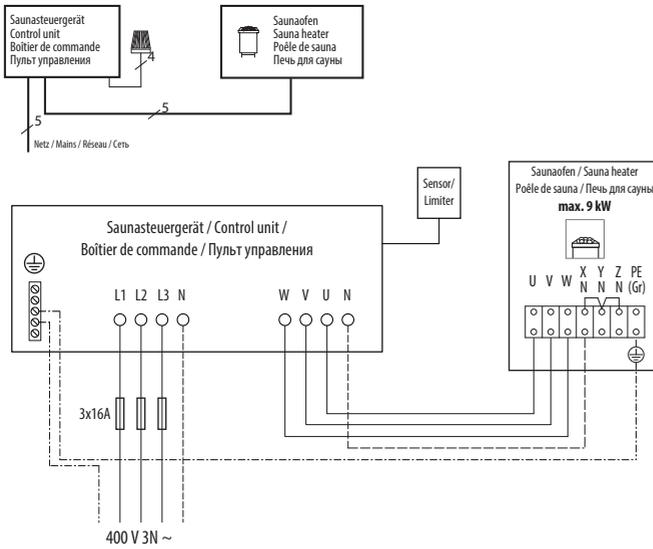
### Connections

The sauna control unit, the output controller, and the heater must be connected as shown in the circuit diagrams.

Please observe the installation and operating instructions for the control units and output controllers.

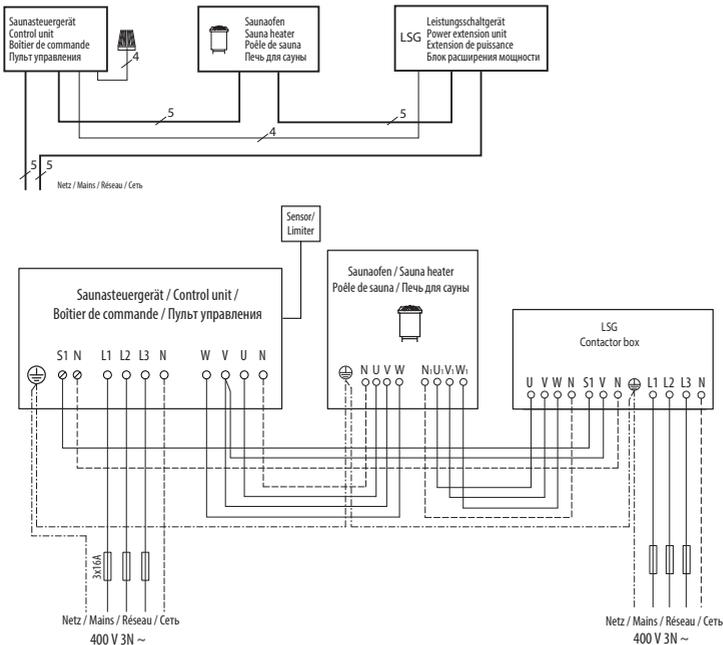
# Connection example for 400V 3N ~

7,5 - 9,0 kW (\*10,5 kW)



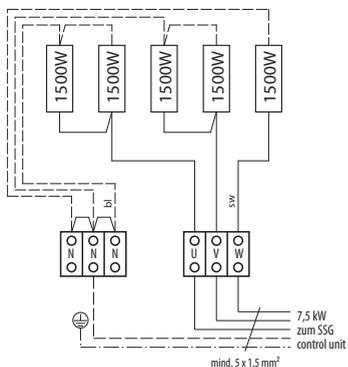
**Caution!** Always make certain to include neutral conductor N clamp!

10,5 - 12,0 kW

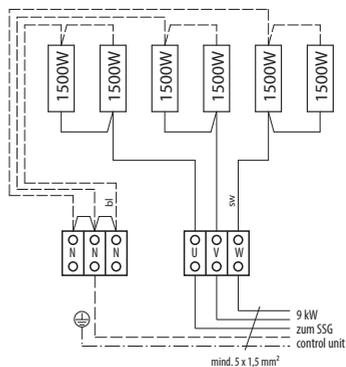


## Internal wiring

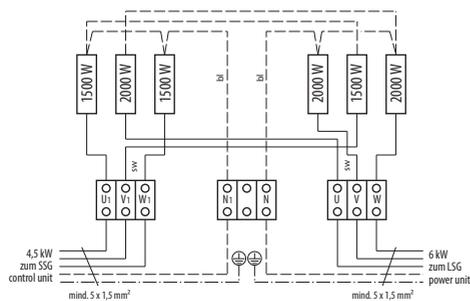
### 7,5 kW



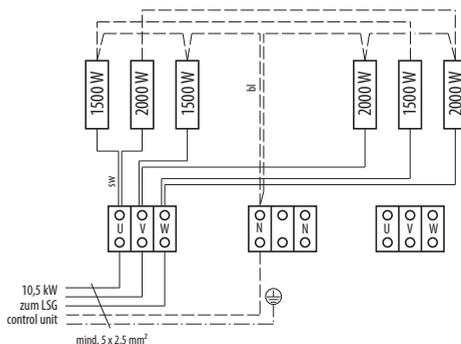
### 9,0 kW



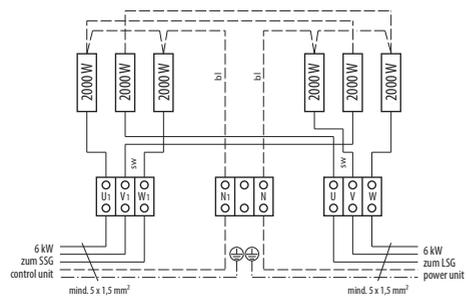
### 10,5 kW Twin-circuit connection



### 10,5 kW Single-circuit connection



### 12,0 kW



**SSG** - sauna control unit,  
**LSG** - power extension unit

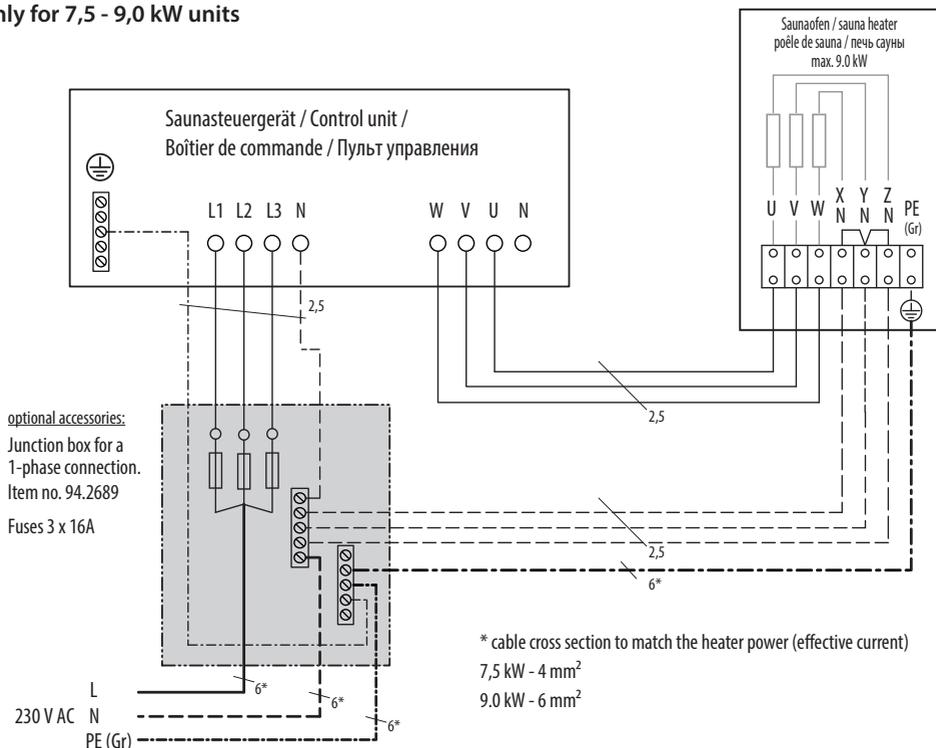
## Attention!

Make sure to observe the connection plan in the terminal box of the heater.

## Connections

### Connection example for 230V 1N ~

only for 7,5 - 9,0 kW units



**Attention!** By connection to a 230V 1N ~ make sure that both the sauna heater and the control unit are suitable for such connection. Make sure to use a proper fuse protection and suitable connection cable. Risk of fire and damages to hardware by improper connection!

### Specifications for 230V 1N ~ connection

Electrical connection	230V 1N ~ 50 Hz	
Power rating per DIN	7,5 kW	9 kW
Fuse protection for control unit in A	3 x 16 A	
Connecting cable mains - control unit	3 x 4 mm <sup>2</sup>	3 x 6 mm <sup>2</sup>
Connecting cable control unit - heater	3 x 1,5 mm <sup>2</sup>	
Connecting cable N heater - N mains	3 x 2,5 mm <sup>2</sup>	
Connecting cable PE (Gr) heater - PE (Gr) mains	≥ 4 mm <sup>2</sup>	≥ 6 mm <sup>2</sup>

All cross sections of a line are minimum diameters in mm<sup>2</sup> (Copper line). All cross sections are given for 230V 1N power supply!

## Heating time limitation

The heating time limitation is set either on the control panel or the relay box circuit board, depending on the control unit used.

The settings are described in the installation and operating instructions for the control units.

### Heating time limitation functions

All sauna heaters, except for those installed in public saunas, and which must be operated under the supervision of personnel, must be equipped with a timer that complies with IEC and EN standards. This timer fully disconnects the sauna heater from the power supply for safety reasons. It is typically integrated in the sauna control units.

The timer must be mounted outside of the sauna cabin and may not be overridden.

- The operation time of a public sauna must be limited so that the heating elements are without power for a minimum of 6 consecutive hours within a 24-hour period.
- Units used in private saunas must be limited to an operating time of 6 hours, and an automatic restart is not permitted.

## Commissioning

Before the heater can be commissioned, it must be filled with the sauna stones.

The heater is switched on via the control unit. It is operated via the control panel.

### **WARNING**



#### **Fire hazard**

Objects placed on the heater could catch fire. Herbs or similar substances used for aroma infusion purposes, which are located near the heater, could catch fire.

- Inspect the cabin prior to each use.
- 

### **WARNING**

#### **Risk of fire due to heating without stones**

The heater must be operated with stones for the air to escape optimally. Stones that are positioned too close together in the heater prevent hot air from being exhausted. This leads to overheating of the heater.

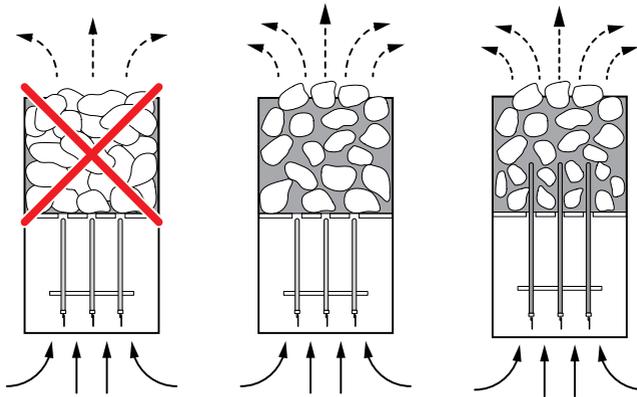
- Start the heater only if it has been filled with stones.
  - Place the stones loosely in the rock store.
-

## Filling stones

Ceramic stones behave differently from natural stones when infused. Use only original stones from EOS.

### Filling stones

1. Thoroughly rinse the stones with running water.
2. Stack the stones loosely in the rock store, leaving sufficient space between them. Stack the stones individually.
3. Stones that are positioned too close together in the heater prevent hot air from being exhausted. This leads to overheating of the heater. Place the stones loosely in the rock store.
4. Fill the store with stones only to the upper edge.



## Starting the heater

A slight odour may be produced the first time the cabin is heated because the heater is being heated for the first time. The odour ceases upon continued operation of the heater

### Switching the system on

1. Switch the sauna control unit on. The heater is switched on via the control unit.
2. Use the control unit to select a suitable program.

## Commissioning by remote control

If you switch on the heater using the remote control, ensure that no objects are placed on the heater. A suitable safety device (e.g. EOSafe D/L) can be used to prevent this.

### Water splash

Before the first water splash can begin, the cabin must be sufficiently heated. The temperature sensor checks the temperature and, via the control panel, indicates when the desired temperature has been reached.

#### **WARNING**

#### **Fire hazard**

Incorrectly diluted sauna essences, essential oils or herbs can catch fire.

- When preparing the water, follow the instructions regarding quantity as specified on the sauna essence containers.
- Never add more sauna essence or essential oils to the water than the amount indicated on the container.
- Never use alcohol or pure concentrate.
- Do not add herbs to the water or on the stones..
- Do not use pure sauna essences for water splashes.
- Do not use alcohol as a water splash.
- Pour the water over the stones only.

---

Pour water slowly over the stones so it is evenly distributed.

As the hot air rises, steam is distributed evenly in the cabin to create a pleasant water splash experience.

Please note that the sauna stones must be reheated after each water splash to generate an intense burst of steam.

After each water splash, wait approx. 10 minutes before starting the next one. This time is needed for the sauna stones to reheat.

Recommendation: During a water splash, no more than approx. 10 cL of water per m<sup>3</sup> cabin volume should be vaporised.

## Maintenance

This sauna heater is made of low-corrosion material. To ensure a long service life, perform regular maintenance and service on your heater.

Ensure that openings in the intake area and heat reflectors are never blocked. These can easily become blocked with lint and dust as fresh air is drawn in. This limits the air convection ability of the heater and could lead to impermissible temperatures. Clean the heater as needed.

If you do not use your sauna for a longer period of time, ensure that at the time of recommissioning no towels, cleaners or other objects are lying on the heater.

Contact your sauna retailer or the manufacturer directly if you notice malfunctions or signs of wear and tear.

### Cleaning the heater

The heater must be cleaned regularly. The cleaning frequency depends on how often it is used.

- Clean the heater only with household cleaners.
- Check the sauna stones and replace as needed.

#### Cleaning

1. Switch off the heater from the control unit. Wait until the heater is completely cool, if necessary.
2. Clean the outside of the heater. Use only household cleaning agents.
3. Remove lint and dust from openings and heat reflectors. Openings can easily become blocked with lint and dust as fresh air is drawn in. This limits the air convection ability of the sauna heater and could lead to impermissible temperatures.

### Replacing sauna stones

Sauna stones are a product of nature. Sauna stones must be replenished or reshuffled depending on the intensity of use.

The process of heating and cooling can make the stones brittle.

Particular damage to the sauna stones can be caused by aggressive sauna essences, causing them to disintegrate over time. Small particles can break free from the stones making the gaps between the stones smaller. This means that hot air can no longer rise between the stones.

Depending on the frequency of use, sauna stones must be added or repositioned at least once a year. If used daily, the stones should be checked and replaced every 2–3 months.

Use only natural sauna stones when you replace the old stones with new ones. Due to their roughness, they produce a better water splash effect than ceramic sauna stones.

#### Reshuffling the sauna stones

- CAUTION! Caution: stones may be hot. Allow the stones to cool for at least 45 minutes before you remove the old stones. Remove each stone individually.
- Check each stone for damage. Sort out any stones with severe damage.
- Rinse all stones with cold water.
- Stack the stones loosely leaving sufficient space between them.

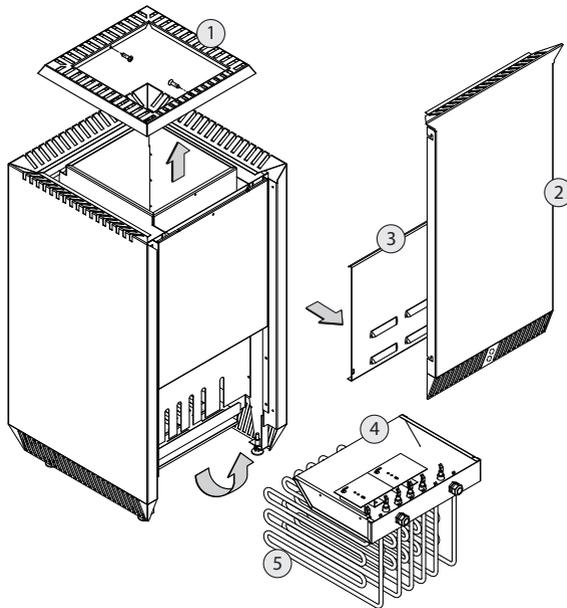
## Replacing the heating elements

You can replace any heating element separately or the entire heating block.

### Removing the heating block

The heating section is accessible behind the rear wall cover:

- **WARNING!** Ensure that the heater has been disconnected from all power supply lines. Allow the heater to cool down.
- Remove the 2 screws securing the top cover (1) and lift it up.
- Lift up the rear wall cover (2) slightly and take it off the heater.
- Remove the 2 screws (3.1) from the cover (3) of the terminal box.
- Unscrew the heating block (4), pull it out of the heater and turn with terminals facing up.
- Replace the faulty heating element(s) (5).



## Troubleshooting

Error	Reason	Solution
It takes the heater a long time to heat up the cabin.	Some tubular heating elements are defective.	Replace the tubular heating element or heating coil.
	There is not enough space between the stones.	Reshuffle the stones.
	There is insufficient ventilation.	Install the air inlets. If these are insufficient, add a fan to the openings.
The heater is very hot but cannot distribute the heat throughout the cabin.	There is not enough space between the stones.	Reshuffle the stones.
The safety temperature limiter was triggered and the heater no longer heats.	The safety temperature limiter was triggered by heat accumulation.	Check the inlets, outlets, and the fan and ensure that the heater has access to a sufficient amount of air. Replace the safety temperature limiter.
	The position of the temperature sensor with the safety temperature limiter is not optimal.	Check the position of the temperature sensor and adjust as needed. Replace the safety temperature limiter.

# General terms and conditions of service

(T&C, Dated 08-2018)

## I. Scope

Unless otherwise agreed in writing for specific instances, these terms and conditions of service shall apply to service operations, including reviewing and remedying complaints. All our existing or future legal relationships shall be governed solely by the following terms and conditions of service. We do not recognise any of the customer's conflicting terms and conditions unless we have given our express written consent to their applicability.

We hereby expressly object to any of the customer's terms and conditions included in the customer's General Terms and Conditions of Business or order confirmation. Unconditional acceptance of order acknowledgments or deliveries shall not be construed as any form of acknowledgment of such terms and conditions. Ancillary agreements or amendments must be confirmed in writing.

## II. Costs

The customer shall bear the following costs in connection with services rendered:

- Mounting/dismantling and electrical (de-)installation
- Transportation, postage and packaging
- Function testing and troubleshooting, including inspection and repair costs

There shall be no third-party billing.

## III. Performance and cooperation obligations

The customer shall provide assistance free of charge to the manufacturer in rendering services.

In the case of a warranty claim, the manufacturer shall provide spare parts necessary for servicing free of charge.

## IV. Service visit by the manufacturer

Services rendered on site by an employee of the manufacturer must be agreed in advance.

If the main reason for the service visit is not the fault of the manufacturer, any costs incurred shall be charged to the customer after the service visit and must be paid by the customer in full within the agreed payment term.

## V. Liability

The manufacturer shall assume liability in accordance with the currently applicable statutory regulations. All our products are packaged in such a way that the individually packed goods (pallets) can be shipped.

We wish to point out that our packaging is not suitable for individual shipments via parcel post. The manufacturer shall accept no liability for damages incurred as a result of improper packaging in an individual shipment.

## **VI. Manufacturer's warranty**

The manufacturer's warranty shall apply only if installation, operation and maintenance have been carried out in full accordance with the manufacturer's specifications in the installation and operating instructions.

- The warranty period shall commence from the date on which proof of purchase is provided and shall be limited, in all cases, to 24 months.
- Warranty services shall be performed only if proof of purchase of the equipment can be presented.
- Any and all warranty claims shall become void if modifications are made to the equipment without the manufacturer's express consent.
- Any warranty claim shall likewise become void in the case of defects that arise due to repairs or interventions made by unauthorised persons or due to improper use.
- In the case of warranty claims, the serial and article numbers must be provided, together with the unit designation and a meaningful description of the error.
- This warranty shall cover defective equipment parts, with the exception of normal wear parts. Wear parts shall include, for example, light sources, glass elements, tubular heating elements and sauna heater stones.
- Only original spare parts may be used within the warranty period.
- Service visits made by third parties shall require a written order issued by our service department.
- The equipment in question shall be sent to our service department by the customer at the customer's own expense.
- Electrical assembly and installation work, including service visits and parts replacements, shall be carried out at the customer's expense; costs shall not be borne by the manufacturer.

Complaints in respect of our products shall be reported to the responsible distributor and shall be handled exclusively by said distributor.

The manufacturer's General Terms and Conditions of Business, in the version available at [www.eos-sauna.com/agb](http://www.eos-sauna.com/agb), shall apply in addition to the foregoing terms and conditions of service.

## Disposal



Electrical devices that are no longer needed must be recycled at a recycling station as per EU guideline 2012/19/EU or as per the Electrical and Electronic Equipment Act (ElektroG).

Observe local provisions, laws, regulations, standards and directives when disposing of the unit.



Do not dispose of the unit with household waste.

## Packaging

The packaging of the sauna heater can be completely separated for disposal and recycled. The following materials are used in the packaging:

- Used paper/cardboard
- Plastic foil

## Electronic waste

Electronic waste must be disposed of at the designated local collection point for electronic waste.



## **Service address**

EOS Saunatechnik GmbH  
Schneiderstriesch 1  
35759 Driedorf  
Germany

Tel: +49 (0)2775 82-514

Fax: +49 (0)2775 82-431

[servicecenter@eos-sauna.de](mailto:servicecenter@eos-sauna.de)

[www.eos-sauna.com](http://www.eos-sauna.com)

Store this address with the Installation and Operating Instructions in a safe place.

Please always provide us with nameplate data, such as model, item number and serial number so we can provide fast and efficient support.

## **Date of sale**

## **Stamp/retailer signature:**