

nordik RECOVERY

1 Person Infrared Sauna

Model 1.0

User Manual



Important:

Please read all safety instructions carefully before using your Nordik Recovery product.

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Welcome to the Nordik Recovery Experience

Where health
meets nature's
embrace

Thank you for choosing Nordik Recovery. This manual will guide you through everything you need to know to set up, use, and maintain your product for optimal performance.

Please read through the following sections carefully to ensure proper use and to keep your warranty valid.

For additional support, visit nordikrecovery.zendesk.com or scan the QR code on the last page.

General Safety Instructions

READ BEFORE INSTALLATION OR USE

When using electrical appliances, especially heating devices, basic safety precautions must always be followed, including the instructions below.



WARNING – Failure to follow these instructions may result in injury, fire, electric shock, or damage to the product.

This Infrared Sauna is designed for **dry heat use only** and must be installed and operated according to the instructions in this manual.

- This product is intended for residential indoor use only, unless otherwise specified in writing by Nordik Recovery.
- Use the sauna only for its intended purpose as described in this manual.
- Do not use the sauna if it has been dropped, damaged, or shows signs of malfunction.
- Do not operate the sauna if any panel, heater, cable, or electrical component appears loose, cracked, or damaged.
- Do not attempt to repair, disassemble, or modify the sauna. Unauthorized repairs or modifications may create safety hazards and will void the warranty.
- Only use Nordik Recovery approved replacement parts and accessories.
- This sauna is not intended for unsupervised use by children under the age of 18.
- Exit the sauna immediately if you experience discomfort, dizziness, nausea, or shortness of breath.

Electrical Safety



WARNING

All electrical requirements are mandatory.

A faulty electrical installation, excessive line voltage, or incorrect operation may result in an electric shock, fire or serious injuries.

GROUNDING REQUIREMENTS

- This sauna must be properly grounded according to local electrical codes.
- Grounding reduces the risk of electric shock by providing a safe path for electrical current.
- What grounding means: The sauna is plugged into a standard wall outlet with three holes (two slots and one round grounding hole).
- Never remove, bend, cut, or modify the grounding prong.
- If the plug does not fit securely into your outlet, do not force it — contact a qualified electrician.
- Improper grounding may result in electric shock and is a fire hazard.

OUTLET & CONNECTION REQUIREMENTS

- Plug the sauna directly into a wall outlet.
- The outlet must match the voltage and amperage listed in the Technical Specifications.
- The outlet must be: Properly installed, Firm (not loose), In good condition according to your local construction Code.
- Do not plug the sauna into a damaged outlet.
- Do not use power bars, adapters, splitters, or multi-outlet devices.
- Never modify the plug or power cord.

Electrical Safety



WARNING

All electrical requirements are mandatory.

A faulty electrical installation, excessive line voltage, or incorrect operation may result in an electric shock, fire or serious injuries.

⚠️ EXTENSION CORD USE – STRICT CONDITIONS

- Extension cord use is permitted only if ALL of the following conditions are met.
- Failure to meet any of these conditions may result in overheating, fire, or damage and will void the warranty.

Approved Extension Cord Requirements

- If an extension cord is required, it must:
 1. Be rated for a minimum of 15 amps and 1,800 watts continuous load
 2. Be heavy-duty, grounded, and in excellent condition
 3. Be 12 AWG minimum (recommended)
 4. Be CSA or UL certified (or equivalent local certification)
 5. Be as short as possible (longer cords increase heat and voltage drop)
 6. Be fully uncoiled during use (coiled cords can overheat)
 7. Be used in a dry indoor environment only
- Important Notes
- For frequent or permanent use, a dedicated outlet installed by a qualified electrician is strongly recommended.
- Never connect multiple extension cords together.
- Never run extension cords under carpets, rugs, or furniture.

Electrical Safety



WARNING

All electrical requirements are mandatory.

A faulty electrical installation, excessive line voltage, or incorrect operation may result in an electric shock, fire or serious injuries.

MOISTURE & ELECTRICAL HAZARDS

- Never touch the power plug, cord, or control panel with wet or damp hands.
- Do not expose the power cord or electrical components to water.
- Do not operate the sauna if water has entered any electrical component.
- If moisture contact occurs, unplug immediately and allow the unit to dry completely before use.
- Do not install the sauna in bathrooms, showers, or near water sources.

DAMAGE & SERVICE PREVENTION

- Do not operate the sauna if the power cord is frayed, cracked, or damaged.
- If the power cord is damaged, it must be replaced only by a Nordik Recovery approved cord or an authorized equivalent.
- Do not open electrical housings or control boxes unless told in writing by a Nordik Recovery technician
- Unauthorized electrical repairs or modifications will void the warranty and may create serious safety risks.

SAVE THESE INSTRUCTIONS

- Electrical safety requirements must be followed at all times.

Location & Clearance Safety



Insufficient clearance or ventilation can cause overheating and fire.

The humidity can damage your sauna. Make sure you control the humidity in the environment where it is located.

⚠️ Maintain minimum clearances at all times:

- 2 in (5 cm) on each side
- 4 in (10 cm) at the back
- 6 in (15 cm) above the sauna
- Never block ventilation openings.
- Do not place the sauna in a closet, enclosed cabinet, or recessed space unless it can comfortably meet the clearance requirements
- Do not place objects on top of the sauna.

⚠️ INSTALLATION LOCATION

- Indoor use only unless otherwise specified by Nordik Recovery. Do not expose the sauna to rain, snow, or outdoor weather.
- Install on a flat, level, stable surface.
- Do not install the sauna directly on carpet. If the sauna must be installed on carpet, place a rigid, flat protective layer between the sauna and the carpet. (Plywood or Rubber Mat)
- Do not install in showers, near pools, bathrooms without vents or in high-humidity environments. Unless you can control the humidity below 55–60% using a dehumidifier.
- Humidity levels consistently above approximately 70% relative humidity (RH) may lead to: Wood swelling, warping, or discoloration, Corrosion of electrical components, Reduced lifespan of heaters and electronics.

HEAT & FIRE SAFETY



Failure to follow the instructions in this section may result in fire, burns, serious injury, or permanent damage to the sauna and will void your warranty.

- A towel must be used on the bench during sauna sessions to absorb sweat and protect the wood surfaces.
- The towel must be placed only on the bench or seating area.
- Never place towels, clothing, or any fabric directly on or against quartz heaters or any heating elements.
- Direct contact with heaters may cause overheating, burns, or fire.
- Keep all flammable materials away from heaters and ventilation openings at all times.
- Never place objects on or near the heaters.
- Heating elements require unobstructed airflow to operate safely.
- Do not cover heaters, ventilation openings, or control panels at any time.
- Do not sit, stand, lean, or climb on the sauna roof or panels.
- Do not modify, alter, or tamper with the sauna, its heaters, wiring, control panel, or electrical components.
- Unauthorized modifications will immediately void the warranty.
- This sauna is designed for dry heat use only.
- Never add water to heaters, walls, floor, or any interior components.
- Do not use steam devices, humidifiers, or water-based accessories inside the sauna.
- If you notice unusual smells, excessive heat, smoke, or abnormal operation, turn the sauna off immediately, unplug it, and contact Nordik Recovery support.

Health & physiological safety



Using a sauna involves exposure to heat. Improper use may result in overheating, dehydration, dizziness, or fainting.

⚠️ Consult a healthcare professional before using the sauna if you

- Are pregnant or suspect you may be pregnant
- Have heart disease, circulation issues, or blood pressure conditions
- Have a neurological condition or heat sensitivity
- Are taking medication that affects heart rate, blood pressure, or heat tolerance
- Have any medical condition that may be affected by heat exposure

⚠️ Do not use the sauna if you have been advised by a healthcare professional to avoid heat exposure.

⚠️ ALCOHOL, DRUGS & MEDICATION

- Do not use the sauna while under the influence of alcohol or recreational drugs.
- Heat exposure combined with alcohol or drugs increases the risk of dehydration, dizziness, fainting, and injury.
- Use caution if taking prescription or over-the-counter medications that affect alertness or heat tolerance. Have any medical condition that may be affected by heat exposure

⚠️ IMPORTANT NOTICE

Nordik Recovery is not responsible for injuries resulting from improper use, failure to follow safety guidelines, or ignoring personal health limitations.

Technical Specifications



Specification	Details
Dimensions (W x D x H)	W: 800 mm, D: 900 mm, H: 1700 mm
Number of heaters	1 full-spectrum, 6 far-infrared
Power Input	120V / 15A
Power	1280 W
Operating Temp Range	15°C to 65°C
Heaters type	Full-Spectrum Infrared with NordikTherm DualWave Technology (Carbon + Infrared)
Timer	0-99 min

Do's and Don'ts

Read Before Use

Important: Please read all safety instructions carefully before using your Nordik Recovery product. Failure to follow these guidelines may result in damage or void your warranty.

Safety Do's



Plug into a dedicated outlet

Ensure your Sauna is plugged, alone, on a dedicated 120V 15A Outlet.



Use a towel on the bench

Always sit on a towel to absorb sweat and protect the wood surfaces.



Wipe down the sauna after use and leave the door open

Lightly wipe benches and leave the door open to prevent moisture buildup.



Stay hydrated

Drink water before and after each session.

Critical Don'ts



DON'T place towels or fabrics on heaters

This is a very a serious fire hazard only use short towels that fits the bench or smaller



DON'T add water, steam, or humidity

This sauna is designed for dry heat only.



DON'T cover heaters, vents, or control panels

Blocked airflow can cause overheating and fire risk.



DON'T use extension cords unless approved

If used, extension cords must meet the strict requirements outlined in this manual.

Assembly: Read Before You Begin

Please read this section carefully before beginning assembly. Proper preparation ensures safe installation, prevents damage, and helps keep your warranty valid.



Tools Required:
Phillips screwdriver



Ensure no cables are
pinched or trapped
between panels.



Estimated Set-up
Time: 45–60 minutes



Ensure the setup area
is flat, clean
and leveled



Two people needed
for lifting and
positioning panels



Do not plug in the
Sauna until setup is
complete



Read all safety
instructions



Never pull on wires or
connectors during
assembly. This will
break them



Keep all original
packaging



Handle each piece
with care to avoid
damages



Don't do it alone!



We've made a step-by-step video to guide you - follow along with the assembly video to make sure everything is installed correctly and safely. www.nordikrecovery.com/Sauna1SeatAssembly



Assembly – Steps 1 & 2



Do not drop the boxes. Use a second person to lift every box.



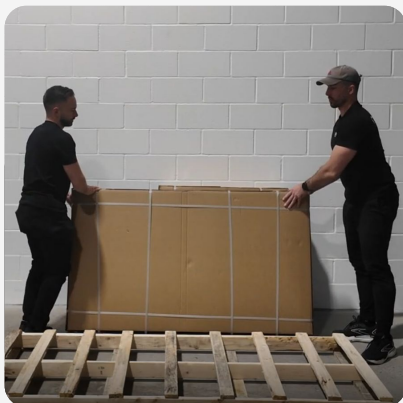
Step 1 – Inspect All Boxes

Inspect all boxes for visible damage (dents, holes, crushed corners) while the carrier is present. Do not open if substantial damage is found (Refuse Delivery and send a message to nordik Recovery with proof of damage). If boxes were already opened, take photos of the exterior immediately for transport claims.



Step 2 – Move Boxes to the Desired Room

Gently move the boxes to the room where the sauna will be assembled. Use two people. Boxes contain glass - dropping them will cause breakage.



Assembly – Steps 3 & 4



Keep all packaging for at least 30 days. Original packaging is required for returns or servicing.



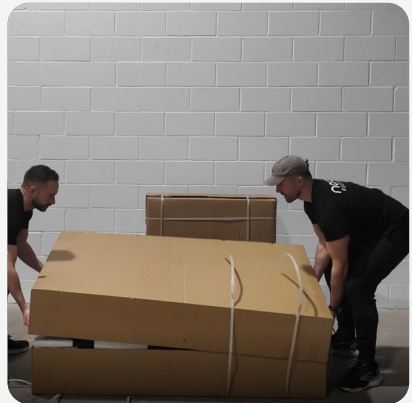
Step 3 – Keep All Packaging

Keep your pallet for a minimum of 30 days; it is required for any return or servicing.



Step 4 – Open Boxes Carefully

Open boxes carefully without inserting the blade deep inside. Panels and cables are fragile. Remove parts one at a time and place them on a soft surface close to the assembly site. Be careful not to drop them. Always lift them with the help of someone.



Assembly – Steps 5 to 6

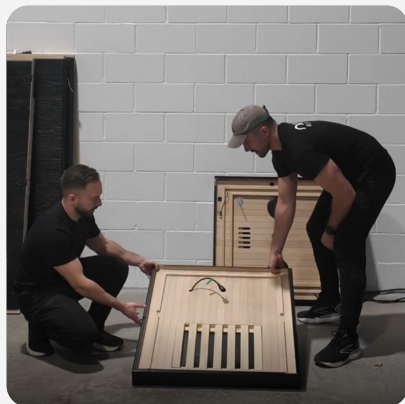


Ensure the bottom panel orientation is correct. Misalignment will prevent proper wall installation.



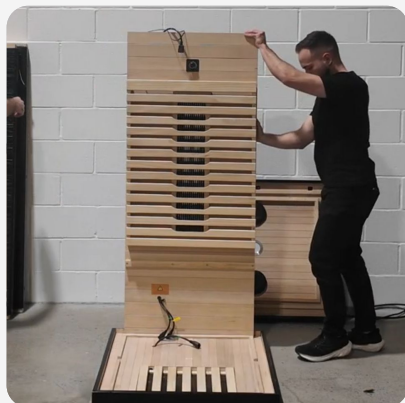
Step 5 – Place the Bottom Panel

Place the bottom panel in the final location. Ensure the floor is level. The heater side (With the wooden bars) must face the front and the cable side must face the back. Leave at least 2 feet behind the sauna for the installation



Step 6 – Install the Back Panel

Insert the back panel into the rear groove of the bottom panel. Center it left to right, leaving space for the side walls. Ask your helper to hold the back panel if unsupported, the panel may fall and be damaged.”



Assembly – Steps 7 to 8

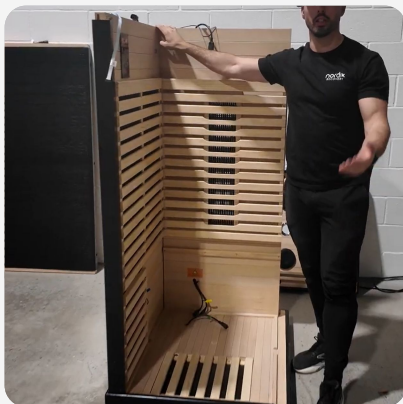


Do not force the wall into place. If it does not sit flush, lift it slightly and reseat it before clipping.



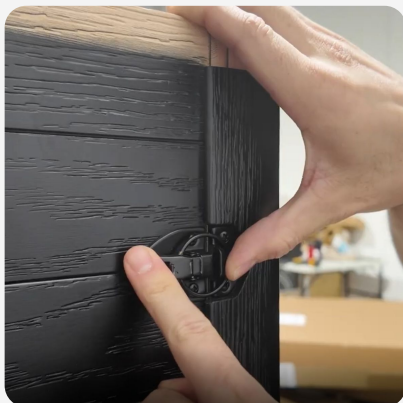
Step 7 – Install the Left Wall

Insert the left wall into the bottom panel groove and push down gently until fully seated. The control panel and leg heater must face the front.



Step 8 – Secure the Left Wall

Once fully seated and aligned, secure the left wall using the clips located behind the back panel.



Assembly – Steps 9 & 10



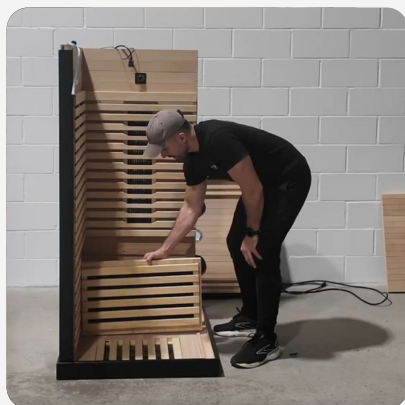
Ensure no cables are pinched or trapped under the leg heater before continuing.



Step 9 – Install the Leg Heater

Slide the leg heater into place between the wall and bottom panel grooves. Ensure it sits flat and is not pinching any cables.

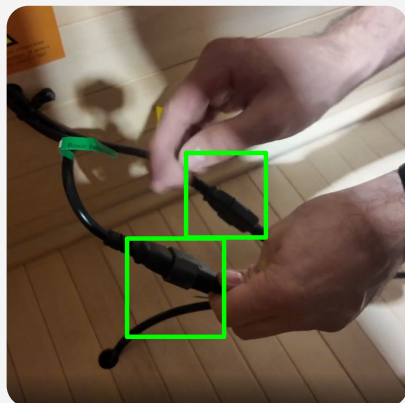
The Leg heater wooden cover has a curve in the 3rd slat in the middle. Make sure they curve up not down



Step 10 – Connect Floor & Bench Heaters

Connect the floor heater and bench heater cables to their matching connectors. Push firmly until fully connected.

Each cable is identified with a matching tag please respect them.



Assembly – Steps 11 to 12



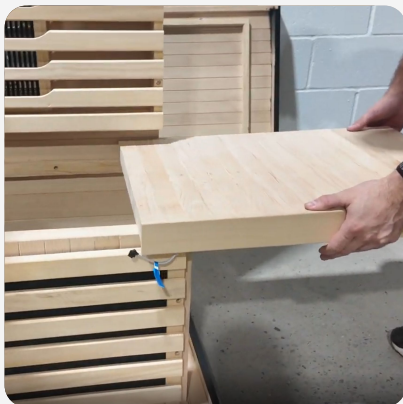
Do not force the bench or light connector. Misalignment may damage wood or wiring.



Step 11 – Install the Bench

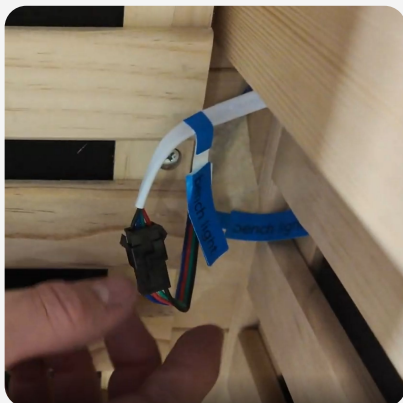
Slide the bench into position from right to left. Ensure it sits fully flush against the walls and is properly supported.

Do not pinch the cable while sliding the bench



Step 12 – Connect the Bench Light

Connect the bench light cable to the matching connector on the left wall. Align the plug carefully and push in gently.



Assembly – Steps 13 to 14

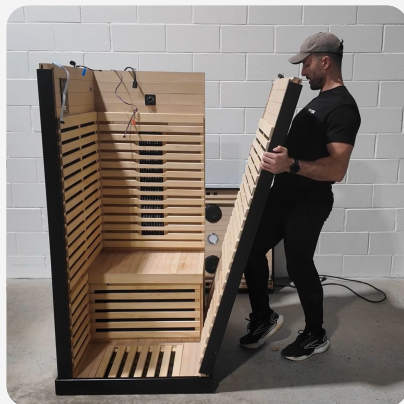


Never force the wall into place. If it does not align, lift slightly and reseal before clipping.



Step 13 – Install the Right Wall

Insert the right wall into the bottom groove and align it with the bench and back panel. Leaning it slightly outward can help with alignment.



Step 14 – Secure the Right Wall

Once fully seated and aligned, secure the right wall using the clips located behind the back panel.



Assembly – Steps 15 to 16

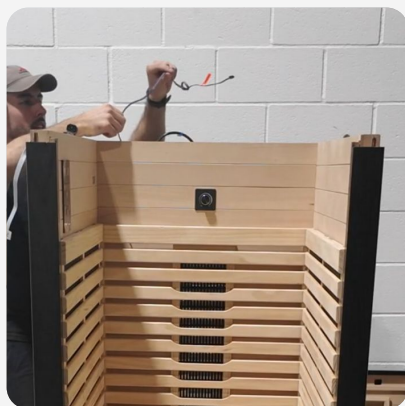


Do not pull or pinch cables. Trapped cables may be damaged when installing the top panel.



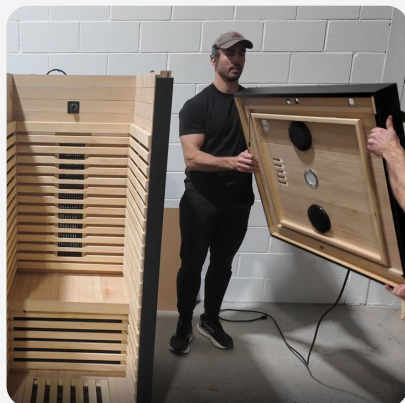
Step 15 – Route the Wall Cables

Carefully place all wall cables upward and guide them outside the sauna. Ensure cables are free, untangled, and not under tension.



Step 16 – Place the Top Panel

With help, place the top panel gently onto the walls. Do not push it down, all cables will be guided into the roof in the next step.



Assembly – Steps 17 to 18



Do not force the top panel. If it does not sit flat, recheck wall alignment and cable placement.



Step 17: Feed Cables Through the Top Panel

While the helper lift slightly the roof. Carefully pass each wall cable through its matching pre-drilled hole in the top panel. Leave enough slack so cables are not stretched or twisted.



Step 18 – Seat the Top Panel

Once all cables are through, gently adjust the walls and press the top panel sideways until it sits flat and evenly on all sides.



Assembly – Steps 19 to 20



Do not force connectors or stack cables on the control box. All cables are labeled follow the labels.



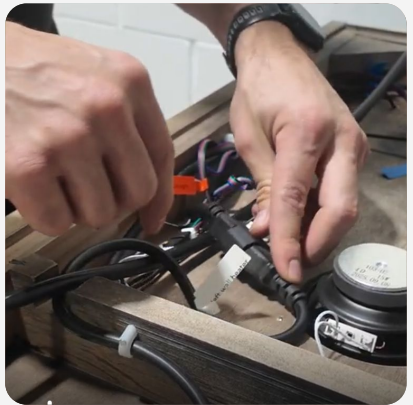
Step 19: Connect the Monitor Cable (Stool Required)

Align the monitor cable with the correct port and plug it in gently until fully seated. Lay the cable flat beside the control box, not on top of it.



Step 20 – Connect the Left Wall Heater

Connect the left wall heater cable, then lay the cable flat on the top panel next to the speaker. Ensure it is not crossing other cables.



Assembly – Steps 21 to 22

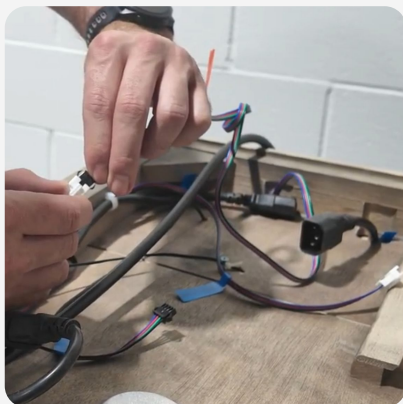


Light connectors are fragile. Do not force them if resistance is felt, realign and try again.



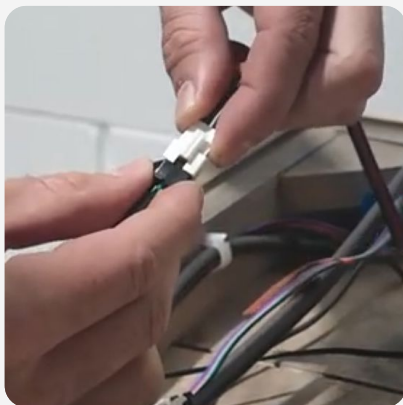
Step 21 – Connect the Backrest Light

Align the backrest light connector carefully and plug it in gently until it slides together. Lay the cable flat without twisting or bending it.



Step 22 – Connect the Bench Light

Align the bench light connector and plug it in gently. Ensure the connector slides in smoothly and the cable is laid flat.



Assembly – Steps 23 to 24

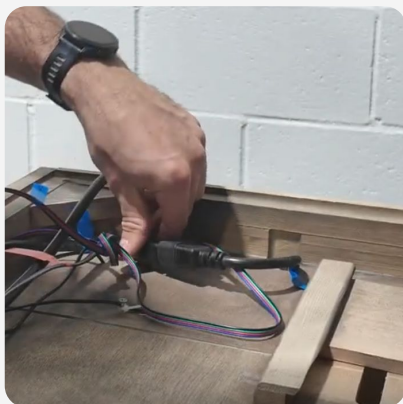


Do not pull on heater wires. Always hold the connectors gently.



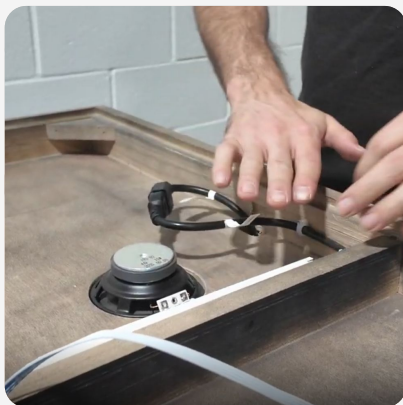
Step 23 – Connect the Backrest Heater

Locate the two black cables labeled for the backrest heater and connect them together. Push straight in until fully seated.



Step 24 – Connect the Right Wall Heater

Connect the two black cables labeled for the right wall heater. Ensure the connection is secure and the cable is laid flat.



Assembly – Steps 25 to 26



Do not pull or pinch the power cable. A damaged power cord is a serious safety hazard.



Step 25 – Install the Dust Cover

Carefully slide the dust cover onto the top of the sauna. Ensure no cables are trapped underneath and all edges sit flush. Make sure the hole for the power cable is located at the back of the Sauna.



Step 26 – Route the Power Cable

Guide the main power cable through the rear opening of the dust cover. Pull gently and ensure the cable moves freely.



Assembly – Steps 27 to 28

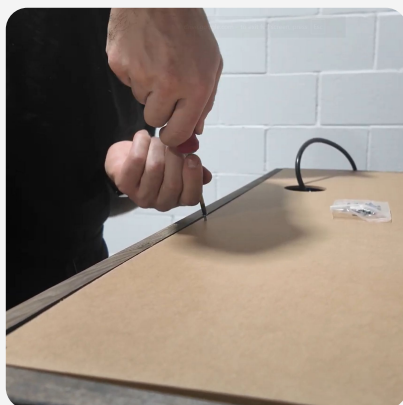


Do not overtighten screws. Excess force may crack wood or strip threads. Only sit them properly.



Step 27 – Secure the Dust Cover

Using the small screws provided, secure the dust cover in place. Tighten evenly until snug – do not overtighten. If the top doesn't lay flat it's because some cables are not in their proper groove.



Step 28 – Secure the Bench

Using the bench screws and wooden supports, start by securing the back of the bench with the long stopped and then each side to prevent forward movement or tilting during use. Make sure you align the screws with the pre-drilled holes



Assembly – Steps 29 to 30



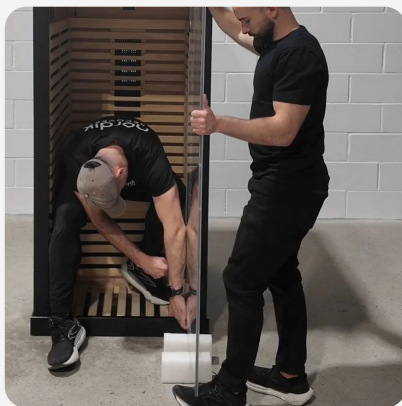
Tempered glass can shatter if edges are hit. Do not rest the door on corners or force hinge alignment.



Step 29 – Position the Glass Door

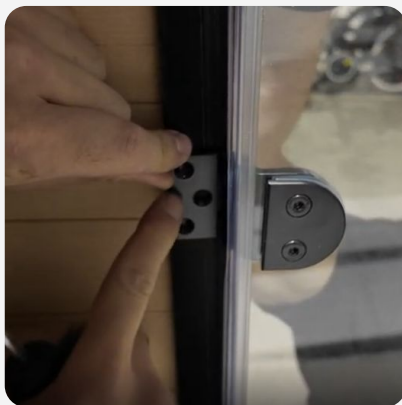
With help, carefully position the glass door on the right side of the opening with the logo at the bottom.

Place foam or blocks of wood underneath to support the weight as it can be heavy for the helper to keep it at the right height during the hinge installation.



Step 30 – Secure the Glass Door

Align the hinges with the pre-drilled holes and secure the door using the black hinge screws. Tighten evenly without forcing.



Assembly – Steps 31 to 32



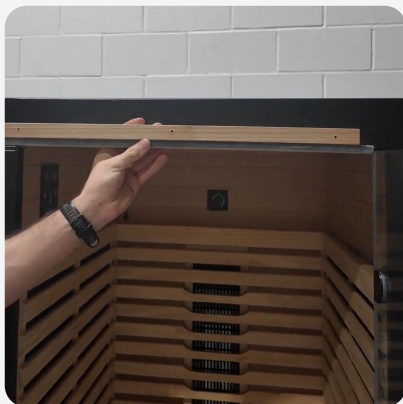
Use only the pre-drilled holes. Forcing screws or drilling new holes may damage the sauna or glass.



Step 31 – Install the Top Door Stopper

Using the provided screws, install the top door stopper in the pre-drilled holes. Ensure it is aligned correctly before tightening.

The black seal should face outside the sauna and the magnet should be on the left



Step 32 – Install the Bottom Door Stopper

Install the bottom door stopper using the pre-drilled holes. Tighten securely but do not force the screws.



Assembly – Steps 33 to 34



Do not overtighten. The wooden spacer must be installed for proper handle installation.



Step 33 – Install the Door Handle

Install the handle with the natural wood handle inside and the black handle outside. Insert the screw through the wood handle, wooden washer (spacer), glass, black washer, then tighten into the black handle.



Step 34 – Install the Ionizer

Remove the sticker and install the ionizer in the top left corner. The power cable must face downward toward the back, not forward.



Assembly – Steps 35 to 36



Do not power on the sauna without proper clearance. Insufficient ventilation will cause overheating or damage.



Step 35 – Verify Required Clearances

Before powering on, confirm minimum clearances are met: 2 in (5 cm) on sides, 4 in (10 cm) at the back, and 6 in (15 cm) above the sauna for proper ventilation.

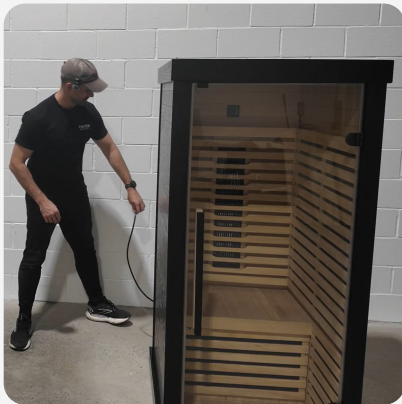


Step 36 – Plug In the Sauna

Once assembly is complete and clearances are verified, plug the sauna into a properly grounded 15A/120V outlet.

Make sure this is the only device on the circuit,

Ensure the power cord is free and not under tension. If an extension is required read the requirements on Page 7



Assembly – Steps 37 to 38

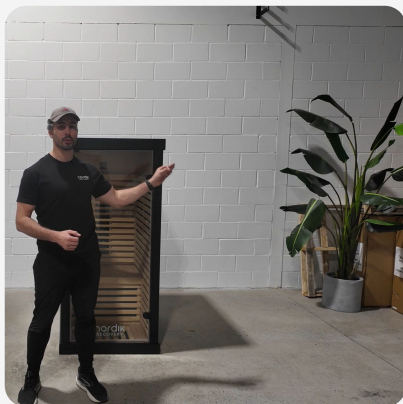


Do not discard packaging before 30 days. Read all usage instructions before operating the sauna.



Step 37 – Keep All Packaging

Keep all boxes, foam, pallets, and packaging materials for at least 30 days. Original packaging is required for returns, exchanges, or servicing.



Step 38 – Assembly Complete

Assembly is now complete. From me and all the team thank you for choosing Nordik Recovery.

Your sauna is ready for first use, please review the operating instructions before starting.



General controls



Make sure you don't put water or sweat onto the monitor



General controls








Make sure you don't put water or sweat onto the monitor

	<ol style="list-style-type: none"> 1. Press once to turn the sauna on. 2. Press again to turn it off.
	<ol style="list-style-type: none"> 1. Lights up when the sauna is connected to power.
	<ol style="list-style-type: none"> 1. Light on = heaters actively warming. 2. Light off = target temperature reached.
	<ol style="list-style-type: none"> 1. Shows current temperature or set temperature when adjusting with ▲▼ buttons
	<ol style="list-style-type: none"> 1. Shows remaining session time. 2. Sauna shuts off automatically when time reaches zero.
	<ol style="list-style-type: none"> 1. Press to switch audio source: USB → FM Radio → Bluetooth (BT301-AUDIO-B). Bluetooth will automatically be discoverable on your phone when the light BLU is on
	<ol style="list-style-type: none"> 1. Play or pause music. 2. Hold in FM mode to auto-scan radio stations.
	<p>Audio source indicator : USB → FM Radio Bluetooth(BT301-AUDIO-B).</p>

General controls



Make sure you don't put water or sweat onto the monitor

	<ol style="list-style-type: none"> 1. Press to turn the colored light strips on or off. 2. Hold until beep, then press to select colors.
	<ol style="list-style-type: none"> 1. Press to turn the reading light on or off.
	<ol style="list-style-type: none"> 1. Insert USB drive to play music files.
	<ol style="list-style-type: none"> 1. Press ▲ to Increase the target temperature. 2. Press ▼ to Lower the target temperature. 3. Hold with ▲▼ to switch °C / °F.
	<ol style="list-style-type: none"> 1. Press ▲ to Increase the time or the volume when in Music Mode 2. Press ▼ to Lower the time or the volume when in Music Mode

Helpful Tips

Get the most out of your infrared sauna experience with these simple tips.



Start Low, Build Gradually

Begin with shorter sessions at a lower temperature. Increase time and heat gradually as your body adapts.



Hydrate Before & After

Drink water before and after each session to stay hydrated and support recovery.



Use a Clean Towel

Always sit on a towel to absorb sweat and protect the wood. Change towels each time.



Vent After Each Session

Leave the door open for 20 minutes after use to help the sauna dry completely.



Consistency Over Intensity

Regular, moderate sessions are more effective than infrequent, very long sessions.



Never use steam or Spray water inside

Do not spray water on heaters or electronics.

Maintenance Routine

Keep your infrared sauna clean, safe, and performing at its best by following this simple care schedule.

Daily & Weekly Maintenance



Use a Towel

Always sit on a towel to absorb sweat and protect the wood surfaces.



Daily Wipe Down

Wipe benches and backrests with a clean, dry cloth after use.



Vent After Use

Leave the door open for 20 minutes after each use to allow moisture to escape.



Weekly Interior Check

Check benches, walls, and heaters for excess moisture, residue, or unusual discoloration.



Weekly Floor Cleaning

Lightly wipe the floor panel to remove sweat or dust buildup.

Monthly Maintenance



Light Deep Clean

Wipe interior wood with a little bit of warm water and a soft cloth.



Inspect Heaters & Cables

Check heaters and wiring on top for dust or visible damage.



Check Door & Hardware

Ensure hinges, handle, and fasteners are secure.



Clean Vent Openings

Remove dust from vents using a dry cloth.



Overall Condition Check

Make sure the sauna doesn't show any sign of structural damage

Troubleshooting

If your sauna is not operating as expected, review the steps below before contacting support.

Problem	Possible Cause	Solution
Sauna Will Not Power On	<ul style="list-style-type: none">- Sauna not plugged in-Tripped breaker-Loose power connection	<ol style="list-style-type: none">1. Check and reset the circuit breaker2. Confirm no extension cord or power bar is used (unless approved)
Sauna Turns On but Does Not Heat	<ul style="list-style-type: none">-Heater cables not fully connected-Incomplete warm-up time	<ol style="list-style-type: none">1. Recheck all heater cable connections on the top panel2. Allow 15 minutes for the sauna to reach temperature
Lights Not Working	<ul style="list-style-type: none">-Light connector not fully seated-Connector misaligned	<ol style="list-style-type: none">1. Turn off and unplug the sauna2. Recheck backrest and bench light connections
Control Panel Not Responding	<ul style="list-style-type: none">-Monitor cable loose-Power interruption	<ol style="list-style-type: none">1. Unplug the sauna for 60 seconds, then plug back in2. Check that the monitor cable is fully connected
Door Does Not Close Properly	<ul style="list-style-type: none">-Door stoppers misaligned-Hinges not evenly tightened	<ol style="list-style-type: none">1. Check top and bottom door stoppers alignment2. Tighten hinge screws evenly without forcing3. Ensure the sauna is sitting level on the floor

Warranty & Customer Support

Nordik Recovery warrants this Infrared Sauna to be free from defects in materials and workmanship under normal residential use for a period of 2 years from the date of delivery.

Warranty Coverage



Structural component

2 years against manufacturer defects






Electronic component

2 years on internal components






What's Covered



-  Defective parts
-  Manufacturing defects
-  Provide replacement components for approved warranty claims

What's Not Covered



-  Improper installation or assembly
-  Use of non-approved extension cords or power devices
-  Exposure to water, moisture, steam, or outdoor conditions
-  Normal wear and tear or cosmetic changes to wood
-  Cracked or broken glass caused by impact, force, or improper installation

Warranty and service information

Nordik Recovery Limited Warranty Policy

Thank you for choosing Nordik Recovery. We take great pride in the quality and craftsmanship of our infrared sauna products. To ensure your satisfaction and peace of mind, we offer the following Limited Warranty Policy (“the Policy”) for our Infrared Saunas.

Warranty Coverage

12737434 Canada Inc., doing business as Nordik Recovery (“the Company”), warrants to the original purchaser (“Customer”) that its Infrared Saunas (“Product”) sold through the Company’s authorized sales channels are free from defects in materials and workmanship under normal residential use and service.

This Limited Warranty is valid for a period of two (2) years from the date of original purchase.

This warranty applies only to the original purchaser and is non-transferable.

Limited Warranty

2.1 This Limited Warranty covers the following:

- At the Company’s sole discretion, this Limited Warranty covers:
- Repair or replacement of defective parts due to manufacturing defects
- Replacement parts necessary to restore the Product to proper working condition
- Full replacement of the Product in cases where repair is not deemed feasible

2.2 This Limited Warranty does not cover damage or failure resulting from:

- Normal wear and tear, including cosmetic changes to wood over time
- Improper installation, assembly, or failure to follow instructions in the Product manual
- Unauthorized modifications, alterations, or repairs
- Misuse, abuse, negligence, or accidents
- Use in commercial, rental, or shared environments unless approved in writing or refer to Nordik Website for more details.
- Exposure to water, steam, humidity, or outdoor weather conditions
- Use of steam devices, humidifiers, or adding water to the sauna
- Electrical issues caused by improper outlets, circuits, extension cords, or power devices
- Failure to maintain required ventilation clearances
- Overheating caused by blocked heaters or vents
- Cracked, shattered, or damaged glass due to impact, force, or improper installation
- Damage caused by overtightening hardware or improper handling of components
- Transportation or shipping costs associated with warranty service
- Any indirect, incidental, or consequential damages arising from use or inability to use the Product

Warranty Limitations

3.1 This warranty is non-transferable and applies only to the original purchaser of the Product.

3.2 The Company reserves the right to repair or replace the defective Product with the same or functionally equivalent product.

3.3 The Company reserves the right to replace the defective Product with an equivalent excluding any labor cost

Unit.

3.4 The Company’s decision regarding repair or replacement under this warranty shall be final.

Warranty Claims

4.1 To initiate a warranty claim, the Customer must:

- Contact the Company's customer service within the warranty period.
- Provide proof of purchase and a detailed description of the issue.

4.2 Product Inspection:

- Upon initiating a warranty claim, the Customer is required to perform the necessary tasks asked by the technical support to identify the problem.
- The Customer is responsible for the cost of shipping the Product to the Company if he cannot perform the necessary tasks at home to repair the product.
- The warranty claim will only be processed and approved after the Company has conducted a thorough inspection and confirmed that the issue is covered under this Limited Warranty.

4.3 Replacement Parts:

- In certain cases, the Company may elect to send a replacement part to the Customer, along with instructions for installation or replacement.

4.4 Post-Inspection:

- If the warranty claim is validated, the Company will, at its discretion, either repair the Product or provide the necessary replacement parts.

4.5 If the Product is found to be outside the scope of warranty coverage, the Customer will

be notified, and any repair or replacement will be subject to a charge.

Miscellaneous

5.1 This Limited Warranty gives you specific legal rights, and you may also have other rights

which vary from province to province.

5.2 The Company reserves the right to change the terms of this Limited Warranty at any time without prior notice.

Governing Law and Jurisdiction

This Limited Warranty Policy shall be governed by and construed in accordance with the laws of the province of Quebec. Any disputes arising out of or in connection with this warranty or the Sauna products may be resolved through arbitration or court proceedings, at the consumer's choice. The arbitration proceedings shall be conducted in

the province of Quebec and in the French language (langue française).

If arbitration is not agreed upon or if a provision of this warranty is determined to be unenforceable, the parties agree that any legal action or proceeding arising out of or relating to this warranty shall be brought in the courts of the province of Quebec, and each

party hereby submits to the exclusive jurisdiction of such courts.

The prevailing party in any dispute or legal action arising out of this warranty shall be entitled to recover its reasonable attorneys' fees and costs incurred in connection with such dispute or legal action.

Language Availability

Ce document est également disponible en français sur demande.

Please retain your proof of purchase, as it will be required for any warranty claims. For further inquiries or to initiate a warranty claim, please contact our customer service department at hello@nordikrecovery.com.

Note: This Limited Warranty Policy is provided as a general guideline.

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RECOVERY



Help Center



Need help?

Contact our support team



nordikrecovery.com/support



Hello@nordikrecovery.com



Available Mon–Fri, 9am–5pm EST

