

FURNEAUX HEALTH PTY LTD / ABN 36 673 294 203

Warranty Terms

Straightforward cover for every Furneaux sauna component against defects, backed by local support and Australian Consumer Law rights.

TRADING NAME	EFFECTIVE DATE
Furneaux Saunas	13 August 2026
WEBSITE	WARRANTY CONTACT
www.furneauxsaunas.com.au	contact@furneauxsaunas.com.au

WARRANTY AT A GLANCE

3 years	2 years
Residential use	Commercial use
All components against defects, from the original purchase date.	All components against defects, from the original purchase date.

What 'all components' means. Every component is covered for defects in materials or workmanship during the applicable period. The warranty does not cover every cause of damage or deterioration; sections 4 and 5 explain the installation, use, maintenance and external events that sit outside the warranty.

This warranty is additional to rights and remedies that may apply under the Australian Consumer Law. Those rights may continue beyond the periods shown above.

1. About this warranty

These Warranty Terms are provided by Furneaux Health Pty Ltd (ABN 36 673 294 203), trading as Furneaux Saunas (Furneaux, we, us or our). They apply to Furneaux saunas, components and accessories purchased directly from us on or after 13 August 2026 for installation and use in Australia. For an earlier purchase, the written warranty supplied at the time of purchase continues to apply, together with any rights under the Australian Consumer Law.

This is a warranty against defects. It promises a remedy where an eligible product or component develops a defect in materials or workmanship during the applicable warranty period under normal residential or commercial use.

This voluntary warranty is provided to the original purchaser and is not transferable. It does not limit any rights or remedies a later owner may have under the Australian Consumer Law. This warranty relates to goods; any delivery, assembly, installation or other service supplied by Furneaux remains subject to the consumer guarantees that apply to that service.

2. Warranty periods

A defect must first become apparent during the applicable period below:

- Residential use: three years from the original purchase date.
- Commercial use: two years from the original purchase date.

The applicable period covers every original component supplied with the sauna. Accessories purchased directly from Furneaux are also covered for the applicable residential or commercial period unless a longer written period is expressly stated at purchase.

For these terms:

- residential use means private, non-income-producing use by the occupants of one private residence and their personal guests
- commercial use means any business, income-producing, workplace, short-stay, rental, accommodation, gym, studio, wellness, club, strata or common-area use, or use made available to customers, members or the public

If the use changes from residential to commercial during the warranty period, the commercial warranty period applies and is measured from the original purchase date.

A repair or replacement under this warranty does not restart or extend the original warranty period. A repaired or replaced item is covered for the balance of that period. This does not limit any consumer guarantee that applies to a replacement item.

3. What is covered

The warranty covers defects in materials or workmanship that arise during normal use and in accordance with the product instructions. It applies to Furneaux infrared, traditional and hybrid saunas and to their original supplied components and accessories.

For an accepted claim, Furneaux will:

- repair the affected product or component, or replace it with the same or a reasonably equivalent item, at Furneaux's option, subject to any remedy choice the customer has under the Australian Consumer Law
- provide the remedy within a reasonable time, having regard to the nature of the fault, the product location and the availability of suitable parts or technicians
- pay the reasonable parts, labour, call-out, assessment and approved transport costs described in section 8

If a reported issue creates a safety risk, stop using the sauna, isolate power where it is safe to do so, and contact Furneaux promptly. Do not attempt an electrical repair yourself.

Where an identical part or model is no longer reasonably available, a replacement may differ in timber grain, colour, finish, hardware or appearance, but will be reasonably equivalent in function and quality. This does not limit any remedy required by the Australian Consumer Law.

4. Installation and customer responsibilities

To claim under this warranty, the customer must:

- use, clean and maintain the product in accordance with the supplied instructions and reasonable care requirements
- ensure any hardwired or mains electrical work is completed by an appropriately licensed electrician in accordance with applicable laws, safety standards and manufacturer instructions
- install and use the sauna only in the indoor or outdoor setting for which that model is designed, and ensure the site has suitable power, ventilation, drainage, moisture management, clearances, weather protection and structural support as applicable
- use water, oils, additives, cleaning products and other substances only as permitted by the product instructions
- notify Furneaux promptly after becoming aware of a defect and provide reasonable access for assessment or repair
- not arrange a repair, replacement, dismantling or transport at Furneaux's cost unless Furneaux has approved it in advance, except where urgent action is reasonably necessary to prevent injury or further damage

Where an issue may be electrical or installation-related, Furneaux may ask for relevant installation records or arrange an inspection by a licensed electrician or suitably qualified technician. A missing record does not automatically exclude an unrelated manufacturing defect; any exclusion is applied only to the extent the installation or other excluded circumstance caused or contributed to the claimed issue.

The customer should inspect the product within a reasonable time after delivery and report any visible shortage, impact damage or other delivery issue promptly. A delay does not remove rights that cannot lawfully be excluded, but it may affect the available evidence about when and how damage occurred.

5. What is not covered

To the extent an issue is caused or contributed to by any of the following, this warranty does not cover:

- accident, deliberate damage, abuse, misuse, neglect, improper storage or use contrary to instructions
- incorrect, unsafe or non-compliant installation, or unsuitable site conditions, power supply, ventilation, drainage or clearances
- unauthorised modification, dismantling or repair, or the use of incompatible or non-Furneaux parts
- normal wear and tear or the ordinary depletion of a routine maintenance or consumable item through use; a manufacturing defect in such an item is not excluded merely because the item is normally replaceable
- natural or cosmetic changes that do not affect safe operation or structural integrity, including normal timber grain, knots, colour variation, minor checking or movement, expansion or contraction, resin bleed, weathering, greying, sweat marks, fading or discolouration
- water, oils, additives, chemicals or cleaning products used contrary to instructions, water ingress outside normal intended sauna use, excessive humidity or condensation, corrosion, mould or pests
- use of an indoor model outdoors, or exposure beyond the environmental rating and installation requirements of the particular model

- fire, flood, storm, lightning, power surge, abnormal voltage or another external event outside Furneaux's reasonable control
- damage during transport, moving or reinstallation arranged by the customer or a third party after Furneaux's delivery
- removal, alteration or defacement of a serial number or identification label, but only where this reasonably prevents Furneaux from identifying the product or verifying the claim

The warranty also does not cover removal of surrounding structures, building work, access alterations, refinishing, relocation or reinstallation unless Furneaux agrees in writing that the work is reasonably necessary to remedy an accepted claim, or the law requires Furneaux to bear that cost.

These exclusions do not apply where, or to the extent that, applying them would exclude, restrict or modify a right or remedy that cannot lawfully be excluded, restricted or modified.

6. How to make a claim

Contact Furneaux using the email or postal address in section 10 and provide:

- your name, preferred contact details and the installation address
- proof of purchase, such as an invoice, order confirmation or other reasonable evidence of purchase
- the sauna model and serial number, if available
- a clear description of the issue, when it first appeared and how the product has been used
- photographs or video where they can be provided safely, plus any relevant delivery, electrician, installation, maintenance or use information reasonably requested

Furneaux will acknowledge the claim, review the information and advise the next reasonable step. We may troubleshoot remotely, request further information, arrange an inspection, provide a component for an approved repair, or arrange another appropriate remedy. The customer must take reasonable steps to limit further damage while the claim is being assessed.

7. Assessment and outcome

We will assess whether the reported issue is covered by this warranty and will explain the proposed outcome. An inspection may be completed by Furneaux, a supplier, a licensed electrician or another suitably qualified service provider.

If the claim is accepted, Furneaux will arrange the covered remedy and keep the customer reasonably informed. If the claim is not accepted, we will explain the reason and any available paid service option. A decision under this voluntary warranty does not prevent a customer from relying on any rights they may have under the Australian Consumer Law.

8. Claim expenses

For a defect accepted under this warranty, Furneaux is responsible for the reasonable costs of assessment and remedy, including parts, labour, a reasonable call-out and, where necessary, reasonable transport or collection. Where a product cannot be easily returned without significant cost, contact us so that we can arrange or approve an appropriate assessment or collection method.

A customer should obtain Furneaux's approval before incurring a warranty expense. If the customer pays an expense that Furneaux has approved, the customer may request reimbursement by emailing an itemised receipt and the warranty claim reference to contact@furneauxsaunas.com.au. Furneaux will reimburse an accepted, reasonable expense using an agreed payment method.

If an assessment finds that there is no covered defect, Furneaux may require the customer to pay a reasonable inspection, collection or call-out cost, but only where Furneaux gave a reasonable estimate of that cost in advance and the customer agreed before the service was arranged. This is subject to the customer's rights under the Australian Consumer Law.

If the product has been moved from its original installation address, Furneaux is not responsible under this voluntary warranty for additional travel, access or transport costs caused solely by that relocation beyond Furneaux's normal service area. This does not limit any expense Furneaux must bear under the Australian Consumer Law.

9. Australian Consumer Law

The benefits given by this warranty are in addition to other rights and remedies available to the consumer under law. Nothing in these terms excludes, restricts or modifies a consumer guarantee, right or remedy that cannot lawfully be excluded, restricted or modified. Consumer guarantees may continue for a reasonable time after this warranty period ends.

This warranty does not cover loss or damage that was not caused by a covered defect. However, this does not limit a consumer's right to compensation for reasonably foreseeable loss or damage under the Australian Consumer Law.

MANDATORY AUSTRALIAN CONSUMER LAW NOTICE

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

SECTION 10 / WARRANTY CONTACT

Start a claim

Send the purchase details and a short description of the issue to Furneaux Saunas. We will review the claim and guide you through the next step.

WARRANTOR	Furneaux Health Pty Ltd trading as Furneaux Saunas
ABN	36 673 294 203
EMAIL	contact@furneauxsaunas.com.au
PHONE	0488 089 412
POST	Level 1, 145 Hobart Road, Kings Meadows TAS 7249
WEBSITE	www.furneauxsaunas.com.au

For the fastest response, use the subject line 'Warranty claim' and include proof of purchase, the sauna model, a description of the issue and clear photos or video where safe.

Please keep these Warranty Terms with the product records. The mandatory warranty information should be supplied with the product and not only made available online.