

Frequently Asked Questions

Q: Why is my sauna being recalled?

A: The saunas contain a bench that can collapse, posing a fall hazard to consumers.

Q: Is it safe to continue using my sauna?

A: You should immediately stop using your sauna until the recall remedy has been completed.

Q: What is the remedy for my sauna bench?

A: Sauna360 will provide a professional installer to retrofit the benches with additional hardware and supports for your bench.

Q: Is my sauna included in the recall?

A: This recall expansion involves bench seating in Sauna360's Tylö branded Halmstad and Kiruna Hybrid sauna rooms. The serial number for each room can be found on both the packaging and the sauna rooms. The Halmstad 2, 3 and 4 sauna rooms have the serial number label located beneath the upper bench on the left side, directly above the electrical contactor box. The Kiruna Hybrid 2 and 3 rooms have the serial number label applied to the right wall, located beneath the right side of the upper bench. The model number is printed in the manual. The following models and serial numbers are included in this recall:

Recalled Model Numbers	Range of Recalled Serial Numbers
TRAD, Tylö Halmstad™ 2, W/BLISS, 15A, 120V, CB21-1, V1	CSFxxABTRxx-V1-4296 through CSFxxABADTRxx-V1-18577 SFxxABTRxx-V1-48413 through SFxxABTRxx-V1-48444
TRAD, Tylö Halmstad™ 2, W/BLISS, 20A, 120V, CB21-1, V1	
TRAD, Tylö Halmstad™ 3, W/BLISS, 240V, CB23-1, V1	
TRAD, Tylö Halmstad™ 4, W/BLISS, 240V, CB23-1, V1	
IS, Tylö Kiruna Hybrid™ 2, W/BLISS, 15A, 120V, LOW EMR, CB20-1, V1	CSFxxABISxxTL-V1-4674 through CSFxxABADISxxTL-V1-18503
IS, Tylö Kiruna Hybrid™ 2, W/BLISS, 20A, 120V, LOW EMR, CB20-1, V1	
IS, Tylö Kiruna Hybrid™ 3, W/BLISS, 240V, LOW EMR, CB22-1, V1	

Q: What should I do if I have an affected sauna?

A: You should immediately stop using your sauna and contact us at 866-936-5962 from 8 a.m. to 5 p.m. ET Monday through Friday, email us at recall@sauna360.com or register online at <https://sauna360.com/product-recall> or www.sauna360.com and click "Recall" at the bottom of the page.

Q: What information do I need to register?

A: To register, we typically need your name, current address, phone number, email address, sauna model, and sauna serial number.

Q: What if I do not know my serial number?

A: The serial number for each room can be found on both the packaging and the sauna rooms. The Halmstad 2, 3 and 4 sauna rooms have the serial number label located beneath the upper bench on the left side, directly above the electrical contactor box. The Kiruna Hybrid 2 and 3 rooms have the serial number label applied to the right wall, located beneath the right side of the upper bench. If you need additional assistance, you can contact us at 866-936-5962 from 8 a.m. to 5 p.m. ET Monday through Friday or at recall@sauna360.com.

Q: What if I moved and the sauna is no longer at the original address?

A: That is not a problem. We need the current location of the sauna so we can arrange for an authorized technician to complete the remedy at no cost to you.

Q: What if I sold or gave away the sauna?

A: If possible, please provide the current owner's contact information or direct the current owner to contact us so we can help ensure the recall remedy is completed.

Q: What happens after I register?

A: Once your registration is complete, the required parts will be ordered and shipped. When the parts are available, an authorized technician will contact you directly to schedule an appointment to complete the recall repair.

Q: How much will the repair cost?

A: There is no cost to you for the recall remedy. The parts, labor, and service visit associated with the approved recall repair will be provided at no charge.

Q: When will my repair be scheduled?

A: Repair scheduling depends on parts availability and technician coverage in your area. Once the necessary parts are available, an authorized technician will contact you directly to arrange an appointment.

Q: Can you tell me exactly when parts will be available?

A: Currently, we are unable to provide an exact timeline. We are working to make the remedy available as quickly as possible and will provide updates as more information becomes available.

Q: How long will the repair take?

A: The exact time required may vary, but the recall repair is expected to be completed during the scheduled service visit. The technician can provide additional details when the appointment is scheduled.

Q: Do I need to be home for the appointment?

A: An adult should be present during the appointment to provide access to the sauna and allow the technician to complete the repair.

Q: Will the technician fix other issues while there?

A: The technician's visit is solely to complete the recall remediation. Any unrelated product issues must be handled separately through our standard warranty or service process.

Q: My sauna is having another problem. What should I do?

A: Any issues unrelated to the recall should be handled through our normal warranty and service process.

Q: Will participating in the recall affect my warranty?

A: Participation in the recall does not affect any applicable warranty coverage.

Q: What if I do not want the repair?

A: The recall remedy is being offered to address a potential safety concern and should not be used until the approved remedy is installed.

Q: I also have a notification about an IR panel recall on the saunas. Will there be two service visits?

A: We expect to resolve both issues in a single service visit.

Q: Have there been any incidents or injuries?

A: There have been reported bench collapse incidents and alleged injuries.

Q: Who should I contact if I have questions?

A: You can contact our customer care team at 866-936-5962 Monday-Friday, 8 a.m.-5 p.m. ET or at recall@sauna360.com.