

Frequently Asked Questions

Q: Why is my sauna being recalled?

A: The infrared panels in the saunas and kits can short circuit, causing them to overheat, posing a risk of injury from fire and burn hazards.

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?

A: The remediation plan is to have professional installers put in new circuit boards on every sauna with a new fuse connected to every panel of every sauna room no matter the brand or the model.

Q: Is my sauna included in the recall?

A: This recall involves various infrared and hybrid sauna models and infrared (IR) kits. Customers who purchased custom rooms built with IR panels can check for the words “Saunalogic,” “Infralogic,” “Carbonflex,” or “Tylö” on their control panel or locate their product manual. Customers who purchased pre-configured infrared sauna rooms can identify their product by the brand badge on the front frame panel, the control panel, the manual or the logo handle. Consumers can also find the serial number located under the lower bench or on the wall under the upper bench depending on the unit and provide Sauna360 the serial number to determine if they have a recalled sauna. The IR sauna kits with panels, along with the following sauna model numbers, are included in this recall:

BRAND	SERIES	MODEL
Finnleo	IS Series	IS44, IS44-15, IS44-20, IS440-15, IS440-20, and IS565
Finnleo	S Series	S810, S820, S825, S830, S840, S870, and S880
Finnleo	Sentinel	Sentinel 3
Finnleo	Sentinel Hybrid	Sentinel Hybrid 2-20 and Sentinel Hybrid 3
Helo	S Series	S820 and S870
Radiant Health	Elite	IG810, IG820, IG825, IG830, IG840, IG870, and IG880
Radiant Health	Pause	Pause 1H, Pause 1H CA, Pause 2H, Pause 2H CA, Pause 2.5H, Pause 2.5H CA, Pause 3H, and Pause 3H C R A
Sauna360	E Series	E510, E570, and E580
Saunatec	B Series	B200, B200C, B300C, B300CC, B300CH, B400, B400C, B400CC, B810, B810C, B820, B820C, B830, B830C, B840, B840C, B870, B870C, B880, and B880C

Tylo	IG Series	IG810, IG820, IG830, IG840, IG870, and IG880
Tylo	Kiruna	Kiruna 1, Kiruna 2, and Kiruna 3
Tylo	Kiruna Hybrid	Kiruna Hybrid 2-15, Kiruna Hybrid 2-20, and Kiruna Hybrid 3
Tylohelo	B Series	B200, B200C, B300C, B300CC, B300CH, B400, B400C, B400CC, B810, B810C, B820, B820C, B830, B830C, B840, B840C, B870, B870C, B880, and B880C
Tylohelo	S Series	S810, S820, S825, S830, S840, S870, and S880
No Brand	S Series	S810, S820, S825, S830, S840, S870, and S880
	IR KITS (with panels)	
Saunatec	Custom/Semi-Custom (IR/IS/Hybrid)	Carbonflex
Tylo	Custom/Semi-Custom (IS/Hybrid)	Saunalogic
Helo	Custom/Semi-Custom (IS/Hybrid)	Saunalogic
Finnleo	Custom/Semi-Custom (IS/Hybrid)	Saunalogic
Amerec	Custom/Semi-Custom (IS/Hybrid)	Saunalogic
Finnleo	Custom/Semi-Custom (IR)	Infralogic
Saunatec	Custom/Semi-Custom (IR/IS/Hybrid)	Saunalogic
Tylohelo	Custom/Semi-Custom (IR/IS/Hybrid)	Saunalogic
Tylo	Custom/Semi-Custom (IR)	Aspire
Tylo	Custom/Semi-Custom (IR/IS/Hybrid)	Bliss

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: Serial numbers of pre-configured infrared sauna rooms are located under the lower bench or on the wall under the upper bench depending on the unit. Customers who purchased custom rooms built with IR panels can check for the words “Saunalogic,” “Infralogic,” “Carbonflex,” or “Tylö” on their control panel or locate their product manual. 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 schedule 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 received a notification about a bench 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 reports of incidents but no 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.