

How do I know if my sauna is affected?

To determine if your sauna is part of the infrared (IR) heater recall, locate the model of your unit and compare it to the affected models listed below.

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 CA
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

How do I find the model of my sauna?

The model number is printed in the manual.

What if I have a custom/semi-custom room?

If you have a custom room built with our infrared panels, check for the words “Saunalogic,” “Infrallogic,” “Carbonflex,” or “Tylö” on the control panel or locate your product manual to identify whether your product is affected. If you have a preconfigured infrared sauna room, you can identify your product by the brand badge on the front frame panel, the control panel, the manual, or the logo handle. If you have a traditional sauna with no infrared functionality, your sauna is not affected. See steps below to identify if your sauna is in the recall.

Step 1: Find the control panel on your sauna.



Step 2: If you have a custom-built sauna with infrared panels, check for the following words: “Saunalogic,” “Infrallogic,” “Carbonflex,” or “Tylö” on the control panel. If you have a preconfigured infrared sauna room, identify your sauna by the brand badge on the control panel.



Step 3: Look for the infrared sauna symbol on your control panel.



NOTE: If you see the traditional sauna symbol, your sauna is not in the recall.



Step 4: If you see the infrared sauna symbol, contact Sauna360 to schedule a free repair remedy with a qualified service provider.