SIGNATURE RANGE

Manufacturer's Warranty

Applies to Signature Range saunas purchased on or after 1 January 2026

This warranty is given by EIRA Therapy Ltd and covers defects in materials and manufacture for the periods below. It is in addition to your statutory rights and does not affect them.

01 What's covered

Cover starts on the date the sauna is delivered to you.

3 YEARS	Sauna structure (frame, walls, floor and roof structure): manufacturing and construction defects, including the metal base frame and adjustable legs; wood cladding, benches and backrests, including warping or bowing severe enough to affect structural integrity, weather-tightness or the closing of doors; PHR metal cladding, where applicable (structural failure only, not the finish)
2 YEARS	Rubber roof, where applicable (leaks or membrane failure); tempered glass
1 YEAR	LED lighting, Bluetooth music and heated floor (where fitted); door hinges, handles and seals; other metal parts
90 DAYS	Accessories

COMMERCIAL USE

All cover is limited to 1 year, whatever the periods above. Commercial use means any use in connection with a business, including gyms, spas, hotels, holiday lets and rental properties.

HEATERS & CONTROL SYSTEMS

Not covered by this warranty. They come with their own manufacturer's warranty, listed on the product page. If one develops a fault, contact the business you bought it from, whether EIRA Therapy Ltd or another retailer, who is responsible for handling the claim.

02 Labour

This warranty covers parts only. For valid claims, EIRA Therapy Ltd will supply repaired or replacement parts free of charge.

Bought directly from EIRA®

1 year labour

From the date of delivery, or 3 months if the sauna is used commercially.

Bought from a retail partner or distributor

Seller's terms

Any labour cover is provided by that seller, on their terms.

Labour cover does not include faults caused by user error or misuse. Visits, labour and parts for these are chargeable, even within the labour cover period. Outside any labour cover, labour, call-out and travel costs are chargeable, even where the parts are covered. This does not affect your statutory rights against the seller (see section 06).

03 How to claim

STEP 1

Contact us

Email hello@eiratherapy.co.uk or write to EIRA Therapy Ltd, Unit 8, Pen-Yr-Orsedd Industrial Estate, Llangefni, LL77 7AW.

STEP 2

Include

Your original receipt or invoice, the product serial number, and photos and/or video of the defect.

STEP 3

We respond

Within 14 days. We may require further photos or videos to process your claim, and may need to inspect the sauna.

Please tell us as soon as reasonably possible after you notice a fault. Additional damage caused by delay in reporting may not be covered. We will decide whether to repair or replace the defective part. Natural timber varies, so replacement parts may differ slightly in grain and colour. You may be asked to pay shipping costs for returning parts for inspection.

04 What's not covered

Installation and site

- Faults caused by an unlevel or unsuitable base
- Electrical connection not carried out by a qualified electrician to current regulations
- Damage caused by moving the sauna, or by repairs or modifications, carried out by anyone other than EIRA Therapy Ltd or an authorised installer
- Planning permission, which is the customer's responsibility to obtain before installation

Use and maintenance

- Rot, decay, mould or water damage caused by misuse, including excessive use of water, or by failing to ventilate, dry and maintain the sauna as set out in the product manual. Rot resulting from a manufacturing or construction defect, such as a leak caused by a faulty roof seal, is dealt with as part of that defect claim.
- Other misuse, including exceeding the temperatures in the manual or putting essential oils or unsuitable water directly on the stones
- General wear and tear

Natural and cosmetic

- Natural timber movement and characteristics, such as variations in grain and colour, knots, rough surfacing, minor warping and small cracks or splits, that do not affect structural integrity, weather-tightness or the closing of doors
- Surface discolouration, mould or water staining; natural weathering of burnt wood (where applicable); paint discolouration, flaking or peeling
- Bubbling of the roof membrane that does not cause a leak
- Surface rust or cosmetic corrosion on metal parts that does not affect structural performance

External events

- Accidental damage, vandalism, fire, flood, storm, lightning, power surges, or damage by rodents, birds or other animals, where not caused by a defect in the product

05 Our liability

Under this warranty, our responsibility is limited to repairing or replacing defective parts, up to the original purchase price of the product. We are not responsible for loss of earnings, income or profit, business interruption, costs or losses caused by delays in repair or supply of parts, or any other indirect or consequential loss. Nothing in this warranty limits our liability for death or personal injury caused by negligence, for fraud, under the Consumer Protection Act 1987, or for anything else that cannot be limited by law.

06 Your statutory rights

If you bought as a consumer, the seller of your sauna is legally responsible for it being of satisfactory quality, fit for purpose and as described. Faulty goods must be repaired or replaced free of charge. This warranty is in addition to those rights and does not affect them. Free, independent advice is available from Citizens Advice.

07 General

- This warranty applies to the original purchaser only and cannot be transferred.
- It covers saunas supplied and installed in the United Kingdom.
- It is governed by the law of England and Wales. If you live in Scotland or Northern Ireland, you may bring proceedings in your local courts.