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sunlighten

Custom Sauna Owner's Manual

Document Number: SM1026
Revision 1.1





Congratulations!

You are now the owner of a Sunlighten Custom Sauna. With Sunlighten infrared light, you are empowered to improve your quality of life. Just follow Sunlighten's sauna protocol to begin your wellness journey with the very best in infrared therapy.

WARNING:

Do not use this sauna to treat any health problems without consulting your physician. Sunlighten, Inc. does not provide medical advice, education, or treatment. Our information should not be relied on in making decisions about your health. Always consult your physician for medical advice.



About this Manual

This owner’s manual covers the operation, maintenance, and care of your Sunlighten, Incorporated (hereinafter referred to as “Sunlighten”, or “the Company”). Custom Sauna (herein referred to as “the Sauna”, “the System”, or “the Unit”). Sunlighten is not responsible for incorrect practices.

When reading this manual, take note of the following special text blocks:

NOTE or NOTICE:

Information that should be read.

CAUTION

Contains information that if not followed, may cause damage to Sunlighten and/or other equipment.

WARNING:

Contains information that if not followed, may cause bodily injury and/or cause damage to Sunlighten and/or other equipment.

DANGER!

Contains information that if not followed, will cause bodily injury or death to the technician, user, and/or others.

Table of Revisions

Revision	Date	Description
1.0	4 April 2025	Initial release.
1.1	9 September 2025	Revised terminology and reformatted manual.



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Introduction

This owner's manual covers the operation, maintenance, and care of your Sunlighten custom sauna.

Sunlighten is not responsible for incorrect practices.

WARNING:

If any of the items below apply to anyone wishing to use the Sauna, consult your physician prior to

Sauna use:

- Medications
- Children
- Elderly
- Chronic conditions/diseases associated with the reduced ability to sweat or perspire.
- Hemophiliacs/individuals who are prone to bleeding.
- Cardiovascular conditions
- Pacemaker/defibrillator
- Alcohol/alcohol abuse.
- Drug/drug abuse.
- Fever
- Sensitivity to heat
- Pregnancy
- Joint injury
- Implants
- Diabetes

For more information on saunas and contraindications, visit Sunlighten.com.

Certifications

The ETL Listed Mark is proof of product compliance (electrical, gas, and other safety standards) to North American safety standards. Authorities Having Jurisdiction (AHJs) in fifty states and Canada, and retailers accept the ETL Listed Mark as proof of product safety.



Sunlighten adheres to the following for compliance:



Errors or Omissions

In the event of errors or omissions, contact:

Custom Sauna Customer Care Department

(877) 292-0200 Ext. 304

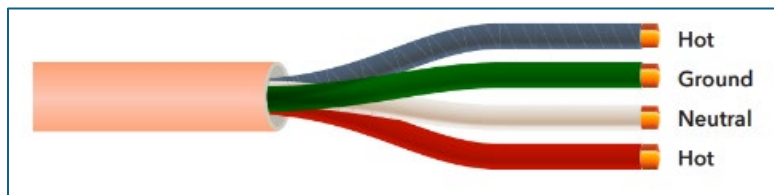
zlove@sunlighten.com

Pre-Installation

Custom Sauna Specifications

The Sauna requires a true dedicated circuit. This circuit is to be installed by a certified electrician per all local codes. A dedicated circuit is a circuit that runs from the breaker panel directly to the Sauna power box without any other electrical devices connecting to the same circuit. A circuit that powers any other electrical device along with the Sauna is not a dedicated circuit and will hinder the Sauna's ability to function properly as well as void the warranty. See below:

Custom	
Maximum Power Requirements	240V, 5,500W, 30A DEDICATED Single-Phase 240V 30A CIRCUIT IS REQUIRED.



Before Initial Use

Verify the following:

1. A certified electrician should have installed the dedicated circuit(s) for your sauna.
2. No plumbing or plumbing fixtures are to be installed or located the sauna (fire suppression equipment excluded).
3. Keep all liquids away from the heating panel(s) and electronics.
4. The sauna area must be stable, dry, and protected from the weather.
5. Keep flammable objects and corrosive chemical substances away from the sauna.
6. Installation of the sauna in an area below standard room temperature can increase the warm-up time and decrease potential peak heat.

WARNING:

To reduce the risk associated with hazardous voltage and fire:

- Turn off the breaker(s) to the sauna when not in use for an extended period.
- Do not operate the sauna if it is not on a dedicated electrical circuit or has damaged electrical components.
- If the sauna is not working properly or an odor persists, immediately turn off the sauna circuit breaker. Do not enter the sauna.
- Do not leave the sauna unattended while turned on or in use.
- Never cover heater panels with towels, mats, garments, or anything else.
- Do not tamper with the temperature sensor. Tampering with the temperature sensor: will void the warranty, may cause injury, or damage the equipment.

Operation

This section discusses operating your Sunlighten Sauna.

DANGER!

Prior to operating a Sunlighten Sauna for the first time, it is the owner's responsibility to assemble all safety/medical equipment per national (OSHA), state, and local codes.

DANGER!

Do not use a Sunlighten Sauna if you have any underlying medical conditions. Sunlighten is not responsible for any injuries sustained in or near the sauna or for death, due to known or unknown medical conditions.

NOTE

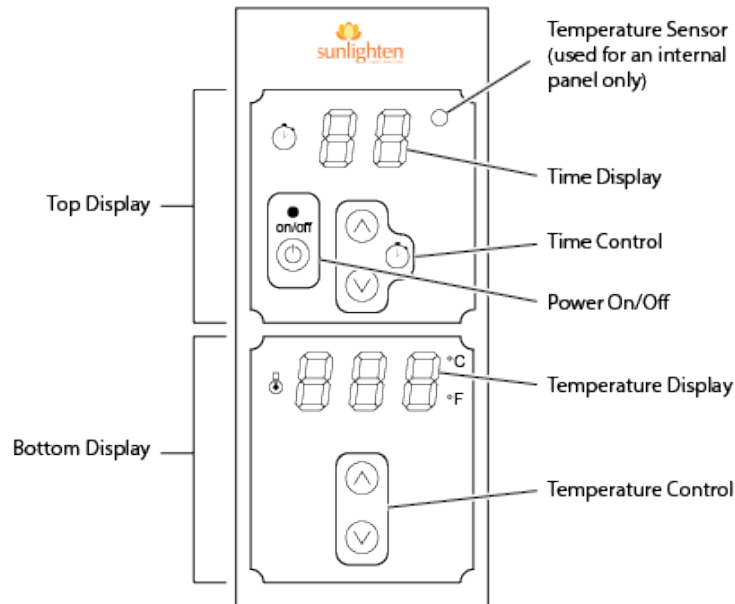
If desired, for additional safety, you may install a fire suppression system in and around the sauna. Select equipment that is suitable for a sauna environment. Sunlighten is not liable for any damage or injury caused by a fire suppression system.

NOTE

All saunas will perform slightly different based upon size, design, look, location, and other factors including, but not limited to tall ceiling, glass wall(s), window(s), glass door(s), floor materials, and location will affect the heat-up time and peak temperature.

Sauna Control Panel(s)

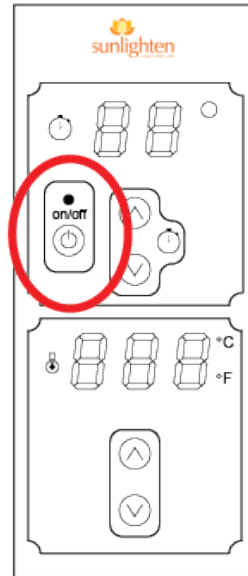
Your Sunlighten Sauna may come with one or more Sauna Control Panels, shown below, depending upon the number of heaters.



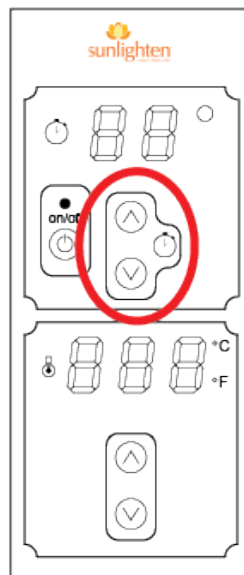
- Top Display – Contains the Temperature Sensor (internal control panel only, external control panels use a remote temperature probe supplied by Sunlighten), Time Display, Time Control Buttons, and the Power On/Off Button.
- Bottom Display – Contains the Temperature Display (°F or °C).
- Control Panel
 - Internal Control Panel – Integrated control panel/temperature sensor.
 - External Control Panel – Required when the control panel is mounted outside the Sauna or otherwise noted during the design phase (a remote temperature sensor will be supplied).
- Time Display – Displays the remaining time of the Sauna session.
- Time Control – Allows setting the operation time of the Sauna.
- Power On/Off – Turns on/shuts off the Sauna.
- Temperature Display – Displays the inside temperature of the Sauna in either °F or °C. To toggle between °F and °C, press both Temperature Control arrows simultaneously.
- Temperature Control – Use the up and down buttons to set the required temperature.

Operation

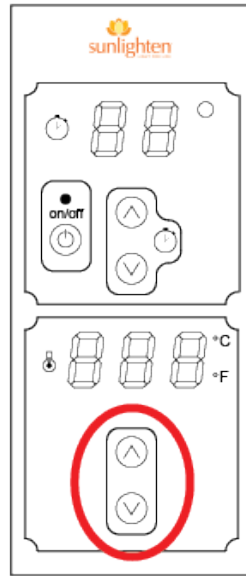
Ensure the circuit breaker(s) that supply power to the Sauna are on then press the Power On/Off Button on the Top Display as shown below:



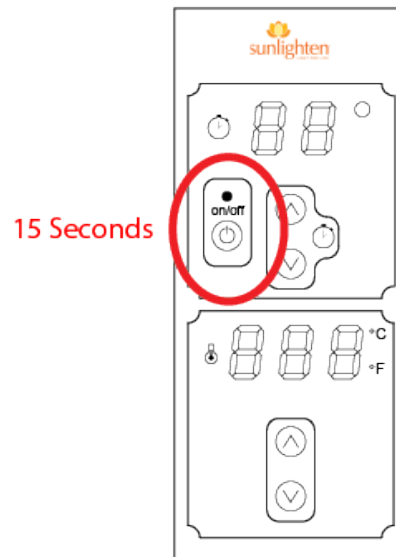
Set the session time by pressing the Up or Down Time Control Buttons until the correct time is displayed. Refer to the figure below:



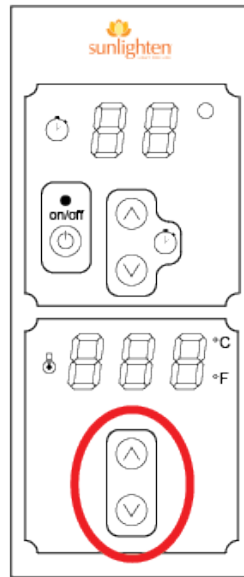
Set the desired temperature by pressing the Temperature Control Up or Down Arrows on the Bottom Display.



With the sauna turned off, press and hold (for approximately 15 seconds) the ON/OFF Button to change the sauna timer to a 4-hour session time, as shown below:



To toggle between °F and °C, press both Temperature Control arrows simultaneously. After 5 seconds, the display will show the actual interior temperature.



DANGER!



The full-spectrum heaters are extremely hot. Touching the heater or wooden frames may cause burns. Do not place objects on or around the full-spectrum heaters.

Warm-Up Time and Usage Guidelines

The controls are preset to 60 minutes at 150°F (66°C). This is the maximum temperature setting, as the actual temperature will not reach this during normal use. If the system reads a temperature exceeding the set temperature, it will deactivate the heaters to bring the air temperature back down under the limit.

NOTE

Sunlighten Saunas are based on infrared wavelength and not cabin temperature.

Allow the Sauna to warm-up for 30-45 minutes. The sauna heats up at an average of 1°F every 1 to 2 minutes.

Follow these steps for proper warm-up:

1. Make sure your sauna is connected to a dedicated circuit installed by a certified electrician per all required codes.
2. Check the settings on the Control Panel(s). The default setting(s) should be set to 150°F (66°C) and the timer should be set to 60 minutes.
3. When powering the Sauna on, verify after a couple of minutes, that each heater is warming up.

If your sauna is located outside or in an unheated area such as a garage, sunroom, basement, or enclosed patio, it may take additional time for the Sauna to reach the desired temperature. Warm-up time is impacted by the surrounding temperature and outside surface temperature.

4-Hour Timer Mode

To place the sauna into the 4-Hour Timer Mode:

- Turn the sauna off.
- Press and hold the power button (for approximately 15 seconds) until the timer display reads “4h”.
- The unit is now in the “4-Hour Timer” mode and will stay in that mode until the process is repeated and will set it back to 60 minutes.

To cancel “4-Hour Timer” mode, with the unit off, press and hold the power button until the display turns on.

Reservation Mode

Reservation Mode allows the sauna to be turned on within a selected time. To place the sauna into the Reservation Mode:

- Turn the Sauna off.
- Press and hold the Timer Up and Timer Down buttons simultaneously.
- A digit will appear on the timer section of the screen to indicate the number of hours before the sauna turns on.
- When the timer counts down to “0”, the sauna will turn on for a 60-minute session and will be set to 151°F (66°C)

To cancel a reservation, press the Timer Up and Timer Down arrows simultaneously until the time display turns off. At this point you can turn the sauna on normally.

Sauna Protocol

This section is a quick guide for the optimal sauna experience.

Pre-Sauna Session

- Hydrate with at least 8 oz (.24 l) of water to prepare your body for an increase in core temperature.
- Pre-heat for approximately 45 minutes. Depending upon the room temperature your sauna will heat up one degree per 1 to 2 minutes.
- Prepare towels to absorb sweat during sessions.

Sauna Sessions

- Begin your session when your sauna reaches 100.4°F (38°C).
- The optimal sauna experience occurs between 100.4°F (38°C) and 129°F (54°C).
- To get your body accustomed to infrared therapy, start with 10–15-minute sessions at 100.4°F (38°C) every other day.
- Gradually increase toward 40-minute daily sessions at the optimal temperature range. *
- Do not be surprised if you do not sweat during the first few sessions.
- Sweating will increase with regular use, removing toxins and leaving you feeling refreshed and rejuvenated.
- Once your body is used to the sauna, you may use Pure Sweat Amplifying cream to increase sweating, circulation, and to boost results.

*Listen to your body. Be aware of excessive detoxifying. If you begin to feel symptoms such as nausea, fatigue, or flu-like symptoms during your sauna session, discontinue use immediately. If these symptoms continue, consult your physician.

DANGER!



If you begin to feel symptoms such as nausea, fatigue, or flu-like symptoms during your sauna session, discontinue use immediately. If these symptoms continue, consult your physician.

Post-Sauna Sessions

- Drink at least 24 oz (.7 l) of water or electrolytes to rehydrate.
- Dry off with a towel. Cool down naturally or with a refreshing shower.

Health and Safety

Sunlighten infrared saunas operate with the same efficacy in your home as in a medical facility. Like all professional equipment, you may put yourself at risk if you do not fully understand how to use the sauna. Infrared sauna use as creating a cure for, or treating any disease is neither implied nor should be inferred. Drinking an electrolyte-replacing water or sports drink is strongly recommended before or after use.

Important Safeguards

- Never sleep inside the sauna while it is on.
- Do not use harsh cleaning agents on the interior of the sauna.
- Do not stack or store objects inside the sauna.
- Do not use the sauna during an electrical storm, as there is a remote risk of shock.
- Altering or tampering with any electrical connections, outside of a licensed electrician or Sunlighten specifications is dangerous and will void the warranty.
- Do not attempt a repair without consulting Sunlighten first. Unauthorized repair will void the warranty.
- Do not clean or expose any sauna materials (wood, electronics, etc.) with water or other liquids. Only use Sunlighten products and methods for cleaning. Sunlighten products may be purchased at Sunlighten.com and include: Sunlighten Natural Wood Cleaner, and Sunlighten Natural Glass Cleaner. Refer to Table 1 for maintenance intervals.

Precautions

If any of the items below apply to anyone wishing to use the Sauna, consult your physician prior to Sauna use:

- Medications
- Children
- Elderly
- Chronic conditions/diseases associated with the reduced ability to sweat or perspire.
- Hemophiliacs/individuals who are prone to bleeding.
- Cardiovascular conditions
- Pacemaker/defibrillator
- Alcohol/alcohol abuse.
- Drug/drug abuse.
- Fever
- Sensitivity to heat
- Pregnancy
- Joint injury
- Implants
- Diabetes

For more information on Saunas and contraindications, visit Sunlighten.com.

Using Chromotherapy

To use Chromotherapy, turn on the dedicated switch. Use the Chromotherapy Remote to select the type of light/treatment desired.

Frequently Asked Questions (FAQs)

How long does it take for my sauna to warm-up?

The controls are preset to 60 minutes at 151°F (66°C). However, the inside room temperature is not intended to reach this. Sunlighten Saunas are based on the infrared wavelength and not room temperature. Allow the Sauna to warm-up for 45-60 minutes. The Sauna heats up at an average of 1°F per 1 to 2 minutes. If the Sauna is located outside or in a non-climate-controlled area, additional warm-up time may be required. If you prefer the Sauna hotter, let it warm-up longer.

WARNING:

Do not tamper with the temperature sensor. Tampering with the temperature sensor: will void the warranty, may cause injury, or damage the equipment.

Can I use my sauna every day?

For most people, daily sauna use is okay after your body has become accustomed to infrared therapy. Drink increased amounts of water to stay hydrated. Listen to your body and stop your session if you feel any discomfort and consult your physician.

How long can I use my sauna each day?

40 minutes is the recommended session length. Refer to Section 3.5.2.

What is the best temperature to use my sauna?

First, it is important to understand that health benefits are a result of efficient infrared emissivity, not air temperature. Sunlighten Saunas are 95-99% emissive to deliver the highest concentration of infrared. With that, the optimal sauna experience occurs between 100.4-129°F (38-54°C). During your first few sessions, start at a lower temperature of 100.4°F (38°C) and gradually increase in later sessions. Everyone has different preferences and tolerances for heat. The most important thing is to listen to your body. Keep in mind, if you are sweating at 115°F (46°C), you are getting the same benefits as if sweating at 150°F (66°C).

What is the micron range of the heaters?

The design of a SoloCarbon Heater allows for most of the FAR infrared wavelength to be near 9.4 microns, which is the level at which the human body absorbs infrared energy.

Can I touch the heaters?

NO! The heaters will be hot, so it is not safe to touch the heaters while on, or an hour after use. Touching the frames that cover the heaters is safe.

How much will the sauna cost to run for a month?

A smaller sauna runs on the same wattage as a blow dryer and will cost little to run monthly. It typically costs \$.20-.50 (approximately 15 – 35 pence) per hour. This varies with the overall sauna size and local utility cost. Your utility company can help you calculate the exact cost per hour if required.

Are the EMF levels safe?

Yes. Patented SoloCarbon panels are 100% quality controlled by Sunlighten to ensure the safety and effectiveness of each individual heater.

What is the wattage, voltage, and amps of my Sauna?

The Sauna is rated for: 240V, and up to 5,500W/30A per circuit.

For more FAQs, please visit Sunlighten.com.



Maintenance and Troubleshooting

This section discusses the periodic maintenance required to keep your Sunlighten Sauna operating like new for many years to come.

Maintenance

Refer to the maintenance intervals below:

Table 1: Maintenance Intervals

When?	Action	Notes
Before First Use	Check to verify that the Heaters are getting hot.	The controls are preset to 60 minutes at 150.8°F (66°C). However, the inside room temperature is not intended to reach this. Sunlighten Saunas are based on the infrared wavelength and not room temperature. Allow the Sauna to warm-up for 45-60 minutes. The Sauna heats up at an average of 1°F per 1 to 2 minutes. If the Sauna is located outside or in a non-climate-controlled area, additional warm-up time may be required. If you prefer the Sauna hotter, let it warm-up longer.
After Each Use	Wipe away any sweat.	Use a clean towel.
Weekly**	Clean dust from sauna surfaces.	Use a dry dust cloth.
Bi-Annually	Clean all Sunlighten provided wood surfaces.	Use Sunlighten's All-Natural Wood Cleaner. *
	Clean glass door and window(s).	Use Sunlighten's All-Natural Glass Cleaner. *
	Clean heater fabric. **	Use a slightly damp cloth.
Annually	Check the door hinges for proper operation.	If there are any issues, such as anything becoming loose, squeaking, binding, etc., contact Sunlighten.
As Required	Clean wood stains.	Light sandpaper can be used to treat stains and remove loose debris on the interior sauna wood.
	Check all electronics for proper operation.	If there are any issues, contact Sunlighten.

* Sunlighten Natural Sauna Cleaner is made specifically for your sauna. The Natural Sauna Cleaning Kit can be purchased at www.sunlighten.com.

** More frequently in dusty areas or as needed.

NOTE

Never use any chemical cleaners on your sauna that are not available through Sunlighten on your Sauna.

Troubleshooting

For troubleshooting issues, first refer to the Table 2 below. If the issue continues, contact Sunlighten Customer Care.

Table 2: Troubleshooting

Issue	Solution
An electrical component is not working after assembling.	Check all connections. A newly assembled unit with a non-functioning electrical component (Control Panel, Heater Panels, etc. will most likely have a missed or loose connection.
Sauna has no power.	Check the circuit breaker panel to verify the circuit breaker is not tripped or shut off.
Slow warm-up time.	Verify each heater panel is heating and that you have the correct electrical specifications on a dedicated circuit.
E1 error message on the Sauna Control Panel.	The E1 error code indicates a broken temperature sensor on the board. Contact Sunlighten Customer Care
Cracks in any Sunlighten provided wood.	It is natural to develop minor cracks in the wood. Blemishes, scratches, or scuffs can either be left alone or sanded. If major cracks develop that jeopardizes the functionality, contact Sunlighten. *
Any other issue.	Contact Sunlighten.

* Wood is a living material that continues to respond to climate conditions, even after being manufactured into the Sauna. During normal operation, wood may crack slightly due to moisture changes. Avoid any treatment containing benzene, high concentration of alcohol, or other potentially harmful chemicals. Sunlighten is not responsible for any cracks caused by mishandling.

Warranty

Sunlighten's warranty covers normal use for the product and is defined as five (5) years for heaters and one (1) year for electronics. The warranty is limited to Sunlighten Installations Only: If issue is caused by installation error or defective item, within the first 90 days (after installation completion) repairs, (based on earliest availability) Sunlighten with repair or reimburse local technicians if necessary. (Bids need approval prior to work being done). After 90 days, remaining regular warranty will be honored, but customer will be responsible for travel, shipping and/or service expenses.

After the time period for the shipping damage warranty passes, there is no warranty on the wood components/pieces. "Wood is a live, organic material, which can move or split over time."

This warranty extends only to the original retail or wholesale purchaser of the Sauna and is terminated upon transfer of ownership. The Sauna must be installed and used within one (1) year of the shipped date. Freight charges to and from the customer are the responsibility of the customer. This includes freight charges for parts shipped to enable the services of the Sauna.

This warranty is void if the Sauna has been altered, misused, abused, or exposed to water and/or other prohibited chemicals. Such instances shall include operation or maintenance of the Sauna in deviation to the published instructions. The warranty extends to the manufacturing defects and does not cover the damages resulting from mishandling of the product by the installer/contractor or owner.

Sunlighten Corp. shall not be liable for the loss of use of the Sauna or other incidental or consequential damages. Under no circumstances shall Sunlighten Corp. or any of its representatives be held liable for injury to any persons or damages to any properties.

NOTE

Shipping damage must be notated on the Bill of Lading (BOL). Sunlighten must be notified of damage to the Sauna within two (2) business days of signing the BOL. Failure to notify Sunlighten within the established time frame will result in the owner taking full responsibility for cost of all replacement parts, including shipping and handling fees.

Return Policy

The buyer may cancel and return the Goods to Sunlighten, subject to the terms and conditions of this document, if the buyer provides written notice to Sunlighten within thirty (30) days of the buyer's receipt of the goods that the buyer does not accept the goods. No custom sauna materials can be returned once installed.

In the event that the buyer elects to cancel the order and return the goods pursuant to this paragraph, the buyer shall assume all risk of loss and transportation and handling charges in connection therewith. Sunlighten reserves the right to refuse to refund any deposit or payment, or cancel any payment due, and owing until such time as Sunlighten is: (a) is in receipt of the goods; (b) has inspected the goods; and, (c) in Sunlighten's discretion, has found such goods to be free of damage. All returned goods must be in their original packaging.

NOTE

All returned goods must be in their original packaging.

In addition to other legal and equitable remedies available to Sunlighten, Sunlighten may refuse to refund all or any portion of any deposit or payment or cancel any payment due and owing if the buyer fails to comply with or violates the terms and conditions of this warranty.

Generated computer aided drafting (CAD) design of sauna(s) and related design/visualization services, drawing(s), file(s), and virtual asset(s) costs are non-refundable. \$1,000 will be withheld from any refund to account for costs incurred throughout the design phase of the custom sauna.

Shipping and Handling Fee

All canceled or returned goods shall be subject to shipping costs (to and from) and handling fees in the event the buyer cancels the buyer's order after shipment has commenced.

Notes:



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