



# M-K545 STEAM ROOM

## Instillation Manual



**Note:** You must read all installation & operation instructions prior to assembly and use of this unit.

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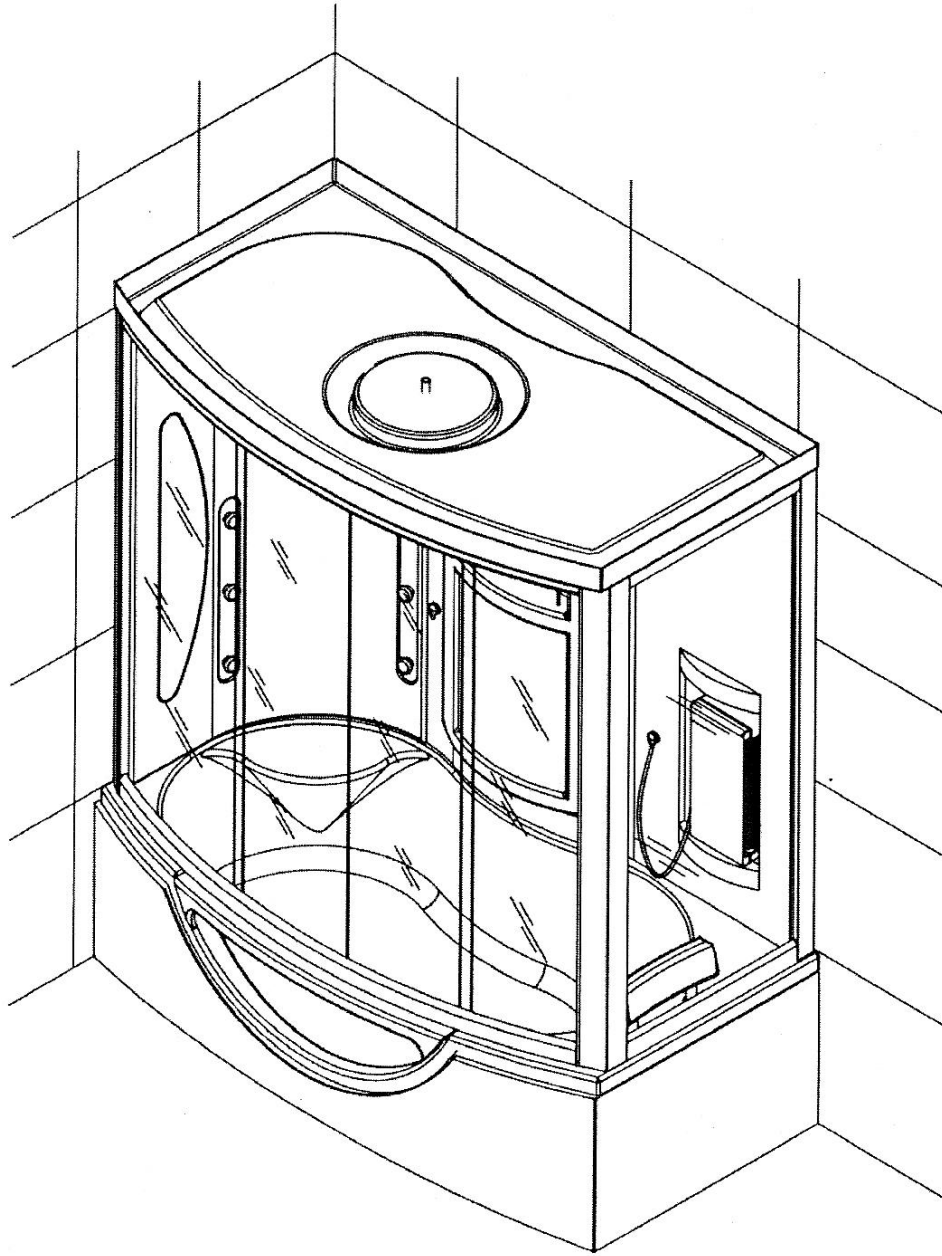
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**Please be advised, this manual is based on left direction!**

**Note:** Within the Warranty period, please don't take off the decals from the computer control boxes and the steam generator without manufacturer's permission. Please do not maintain or change the circuit by yourself. Usually most of the problems could be troubleshoot over the phone. When calling for service questions, please provide your model number, serial number, Purchase Order, and type of problem you are having.

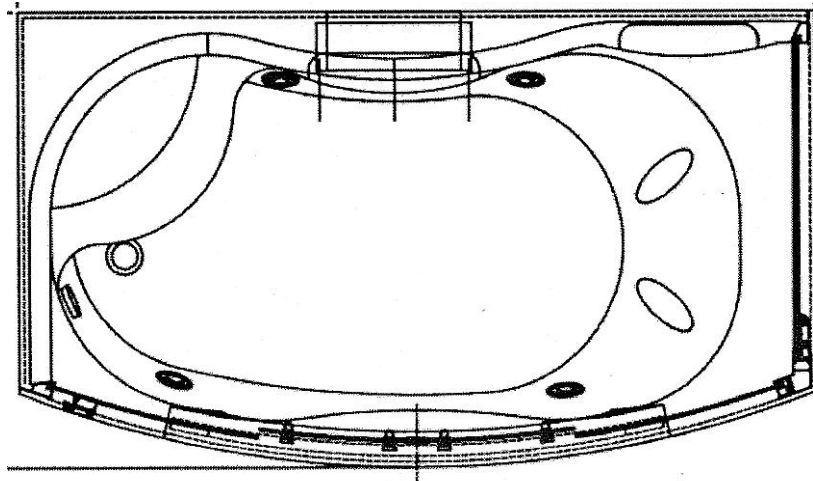
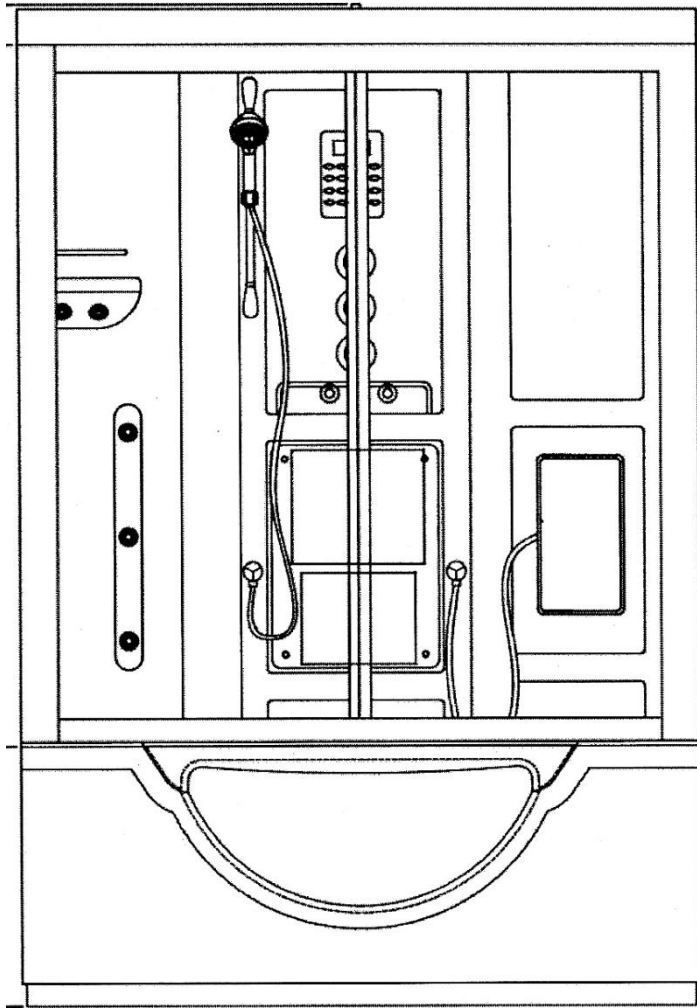
# NOTICE TO INSTALLERS

THE FLEXIBLE DRAIN HOSE THAT IS INCLUDED WITH THIS UNIT IS FOR INSTALLATION INTO AN OPEN FLOOR DRAIN ONLY. SUBSTITUTING THE EXISTING DRAIN SHOE FOR A DIFFERENT ONE WILL NOT VOID THE WARRANTY AS LONG AS THERE NO DAMAGE OR EVIDENCE OF MISUSE TO THE BASE



System	Electric Parameter			Size		
	Voltage	Power	Frequency	Length	Width	Height
Steam System	220V	3.5KW	60-50Hz	71 Inch	33 (39)	88 Inch
Whirlpool Tub	110V	.75KW	60-50Hz		Inch	

**Please be advised, this manual is based on left side drain model!**



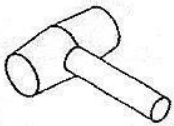
## **Installation Instructions**

- A. Water Supply: Stainless Steel Shower hose for hot and cold water.
- B. Power: 220v, Ground, the diameter of the wire is above 5mm<sup>2</sup>, the length of the power cord is 1.5 meters (5 feet) , the end user could move in the area.
- C. Drainage: The diameter of the drain hole is bigger or equal to  $\Phi 40\text{mm}$  (1.6 inches).
  - a. **NOTE:** a flexible drain hose is provided with the unit. We strongly recommend taking off the flex drain hose and hard pipe the unit into existing drain. This will not void the warranty. Call 866-STEAM-61 for any questions.

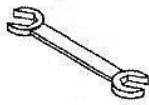
### Notice:

- (1) It requires the height from the floor to the ceiling must be 10cm higher than the total product height.
- (2) The product requires 3Kg/cm<sup>3</sup> water pressure, and balance hot and cold water pressure. If the end user doesn't satisfy with the water pressure, please employ the engineer to add the pressure pump on your general water supply of the house.
- (3) Please make sure there is a Creepage Protection switch on the main power supply of the end user's house.
- (4) After finishing assembling the product, please leave the length at least 50cm (20 inches) from the product, in order to leave enough space for maintenance.

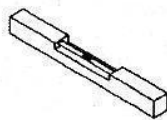
- 1. When receiving the product, please check the package and the product, especially there is some damage on the packing of the product to make sure there is no damages from shipping. If there is damage, please notify the transportation company right away; and the supplier within 24hours.
- 2. To make sure the floor could withhold the weight of the product, and the electricity and plumbing are according to the National Standard.
- 3. It takes 2 people to install this unit.
- 4. Here are the tools you may need for installation:



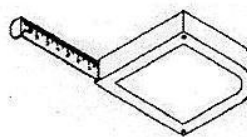
**Wood Hammer**



**Wrench**



**Level**



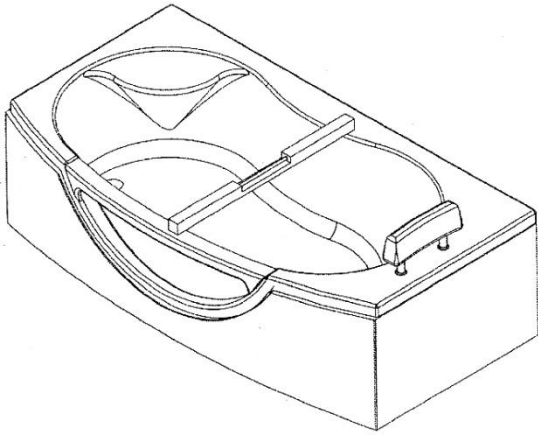
**Tape Measure**



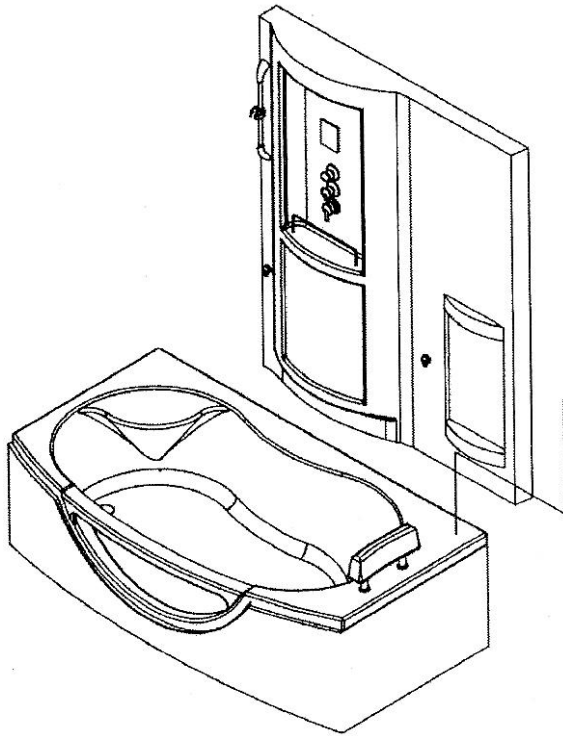
**Screw Driver**



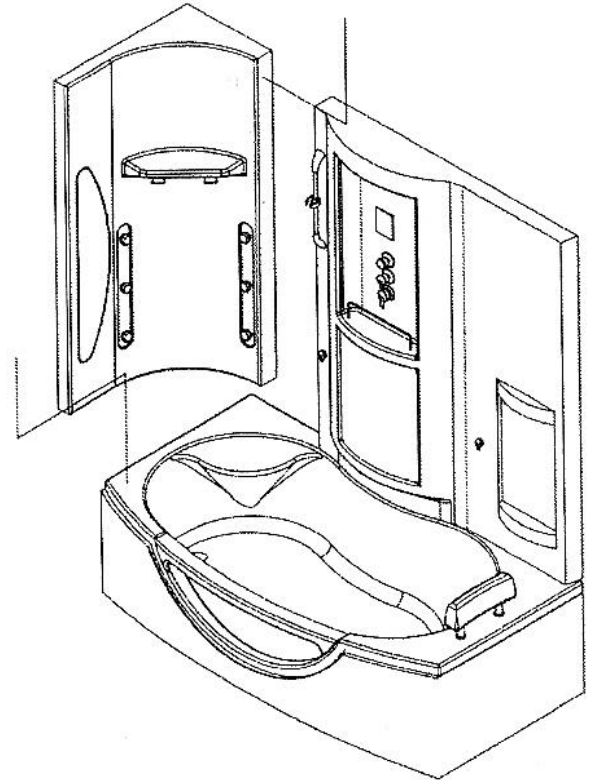
**Pencil**



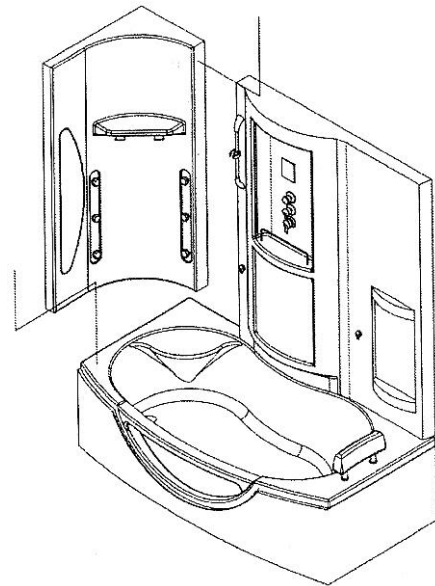
1. Place the tub 400-600mm out of the assembly area, use the level ruler to measure, and adjust the feet to make the tub leveled.



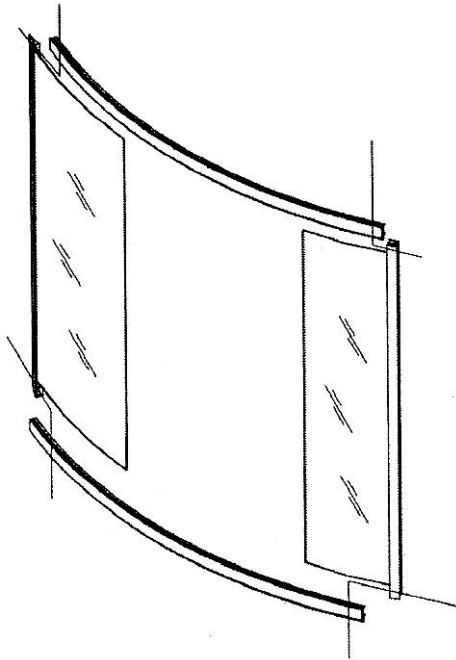
2. Please the backboard on the tub; use the M6X25 screw to fix the back panel to the tub.



3. Put the curved side panel on the tub; use the M6X25 screws to attach to main panel and the tub. This will make all panels more stable.

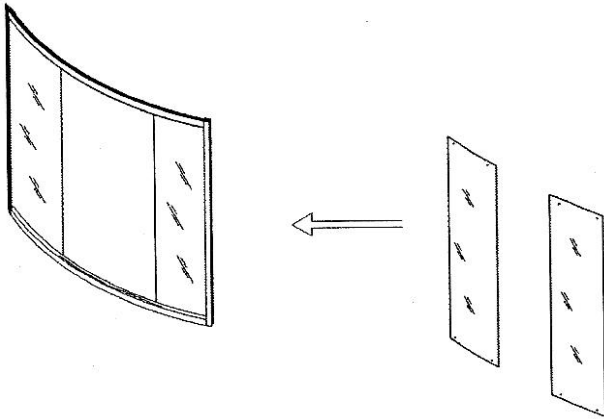


4. Place the right side glass on the tub; use the M4X20 screw to connect the right side glass and the back board.



- Put the fixed glass door into the aluminum rail, use the ST4X30 self tapping screw to assembly them together.

**Note:** When removing the glass panels from the box, hold the glass panel & chrome firmly. Not doing so, glass may slip out.



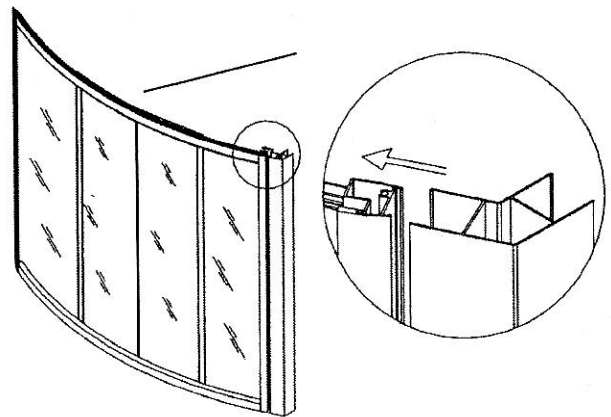
- Put the sliding door glass into the door frame; insert the rollers on the aluminum rail, to finishing assembling the door.

- There are 4 chrome plated plastic spacers that rest in between the vertical and horizontal glass frame rails. These are in a separate parts bag along with the screws needed to assemble the glass door frame. There are also 8 screws, 4 are longer than others. The longer screws are used to attach the wider vertical rail to the horizontal rail.

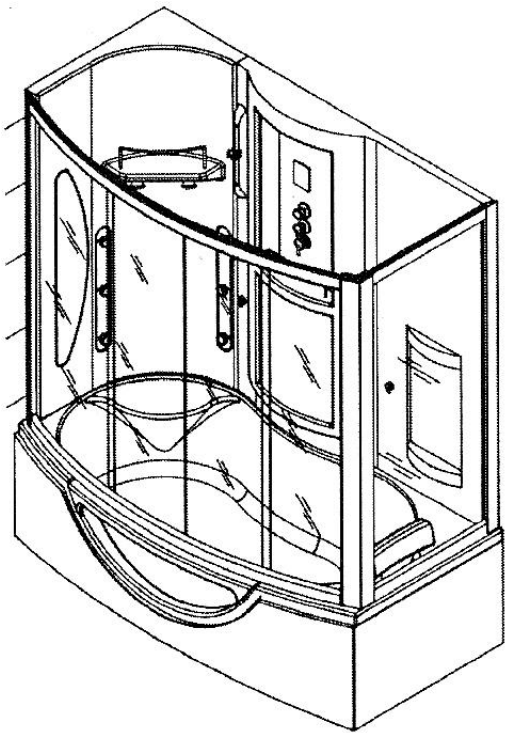


**Note:** It is recommended that the door frame and fixed panels be assembled first and place aside. This will allow you to talk between each panel during assembly and you will not have to stop and build the glass frame when it is time to attach it to the side panels.

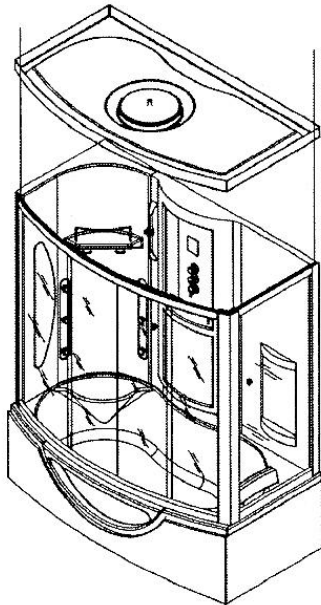
**Note:** For possible future servicing it is recommended that the flooring be run underneath the unit. This way the unit can be slid out if necessary and not have to be lifted over a lip.



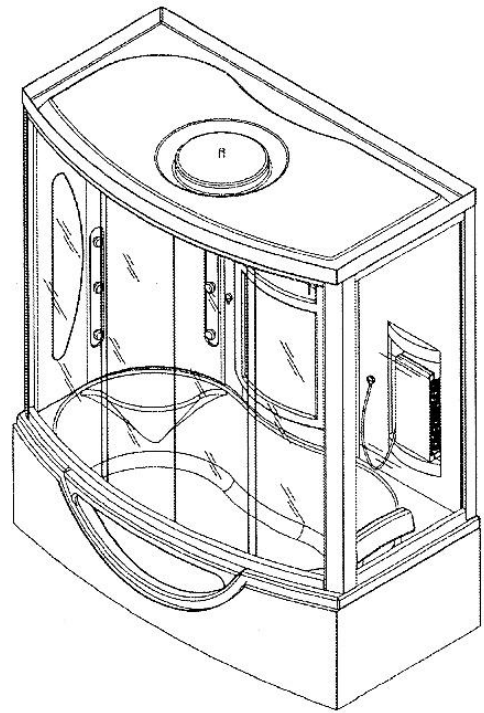
- Insert the right side door frame into the corner aluminum, shown as the picture.



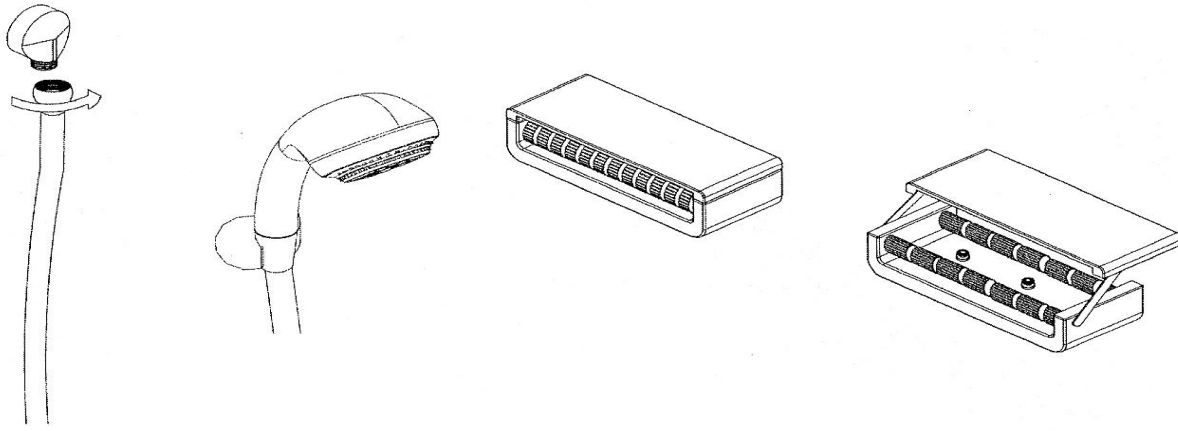
9. After placing the tub and the glass on the tub, use the M4X20 to fix the left side board and glass door into place.



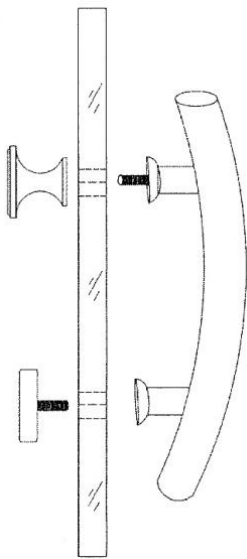
10. Put the top onto the unit, use M6X25 screw to fix the lid with the side board into place, use ST4X16 self tapping screw to fix the aluminum rail with the lid.



11. Check all the connections again, tighten all the screws and fixtures.



12. Screw the head of handheld shower; put the other head to the hose holder. Assembly the foot massage the same way. When you use the foot massage, please open it as the above picture.



13. Assemble the door handle according to the above picture.

14. Connect the overhead light, speaker, fan, CD, telephone according to the tags on the wires.

15. Connect the hot and cold water pipe with the water supply, the red water pipe is for hot water, the blue water hose is for the cold water. Then, connect the product to the power supply, and put the unit into the final place.

16. Caulk all the seams and joints with 100% silicone caulk.

## **Troubleshooting**

<b>Problem</b>	<b>Possible Reason</b>	<b>Solution</b>
Unit does not start	<ol style="list-style-type: none"> <li>1. Power line is not connected properly.</li> <li>2. Insufficient power supply.</li> <li>3. Fuse is damaged</li> <li>4. Current leakage protection switch is damaged.</li> </ol>	<ol style="list-style-type: none"> <li>1. reconnect the power supply</li> <li>2. Power supply must reach 50Hz</li> <li>3. Replace the 2A fuse</li> <li>4. Replace the circuit breaker.</li> </ol>
Switch failure	<ol style="list-style-type: none"> <li>1. Current circuit breaker damped or damaged</li> <li>2. Short circuit</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the circuit breaker.</li> <li>2. Recheck the circuit.</li> </ol>
Automatic shutdown	<ol style="list-style-type: none"> <li>1. The intake valve or drain valve is damaged</li> <li>2. The drain of the drain valve is jammed.</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the intake valve or drain valve.</li> <li>2. Dredge up the water pipe.</li> </ol>
	<ol style="list-style-type: none"> <li>1. Electric components were damaged.</li> <li>2. Electrical circuit is worn out due to aging.</li> </ol>	<ol style="list-style-type: none"> <li>1. Repair or replace the corresponding components.</li> <li>2. Reconnect the circuit.</li> </ol>
No steam	<ol style="list-style-type: none"> <li>1. Water supply is broken</li> <li>2. Water pressure is too low</li> <li>3. The heating tube of the steam generator is damaged</li> <li>4. No water in steam generator</li> <li>5. Steam transmitting pipe is jammed or broken</li> <li>6. Heating time is not set</li> <li>7. Temperature in the unit is higher than the set steam temperature</li> </ol>	<ol style="list-style-type: none"> <li>1. Wait for the water supply to come in, shut down the machine and restart.</li> <li>2. Pressure pump should be for residential building.</li> <li>3. Replace</li> <li>4. Check the intake valve.</li> <li>5. Clean out the jammed materials or replace the pipe.</li> <li>6. Wait for the water to be heated to vaporize and set off the steam</li> <li>7. Wait for the temperature to drop below the set temperature, and automatically reset to vaporize (or adjust the temperature higher)</li> </ol>
Automatic Protection	<ol style="list-style-type: none"> <li>1. Water pressure is too high</li> <li>2. Intake valve or drain valve is jammed</li> <li>3. Drain pipes and drain is jammed</li> <li>4. Steam pipes are jammed</li> </ol>	<ol style="list-style-type: none"> <li>1. Pressurizing pump show be equipped</li> <li>2. Clean up the jamming materials in the intake and drain valves</li> <li>3. Clean out the drain and drain pipes</li> <li>4. Dredge up the steam pipes</li> </ol>
No sauna	<ol style="list-style-type: none"> <li>1. Heating element is damaged</li> <li>2. Circuit board or the component is damaged</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the heating wire</li> <li>2. Replace circuit board or the component</li> </ol>
Temperature is too high	<ol style="list-style-type: none"> <li>1. Preset temperature is too high</li> <li>2. Temperature detector is damaged</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust the temperature lower</li> <li>2. Replace the detector</li> </ol>
Steam is Shutting off	<ol style="list-style-type: none"> <li>1. Preset time ran out</li> <li>2. Preset temperature is too low</li> <li>3. Heating element is damaged</li> </ol>	<ol style="list-style-type: none"> <li>1. Reset the time</li> <li>2. Increase the temperature higher than the climate inside</li> <li>3. Repair or replace the heating element</li> </ol>
Water droplets from steam outlet	<ol style="list-style-type: none"> <li>1. The floater goes out of control</li> <li>2. The water level checking circuit is not working</li> </ol>	<ol style="list-style-type: none"> <li>1. Check the floater</li> <li>2. Check the water level checking circuit</li> </ol>
Audio not working	<ol style="list-style-type: none"> <li>1. Frequency modulation without signal</li> <li>2. Not pressing Volume/DC shift key</li> <li>3. Speaker is damaged</li> <li>4. Antenna is loose</li> <li>5. Circuit board is damaged</li> <li>6. Circuit is loose, or there is no contact</li> </ol>	<ol style="list-style-type: none"> <li>1. Readjust the FM signal</li> <li>2. Press the Volume/DC shift key</li> <li>3. Replace the speaker</li> <li>4. Connect the antenna and adjust the direction</li> <li>5. Replace circuit board</li> <li>6. Re-plug the circuit component or replace</li> </ol>
Screen problem	Problem with the control cable	Check the control cable, release and re-plug in the white head again
Valves problem	Water level control cable is jammed	Check the water level control cable between steam generator and the electrical box. Release the screw and re-plug in the head.

## **Cleaning**

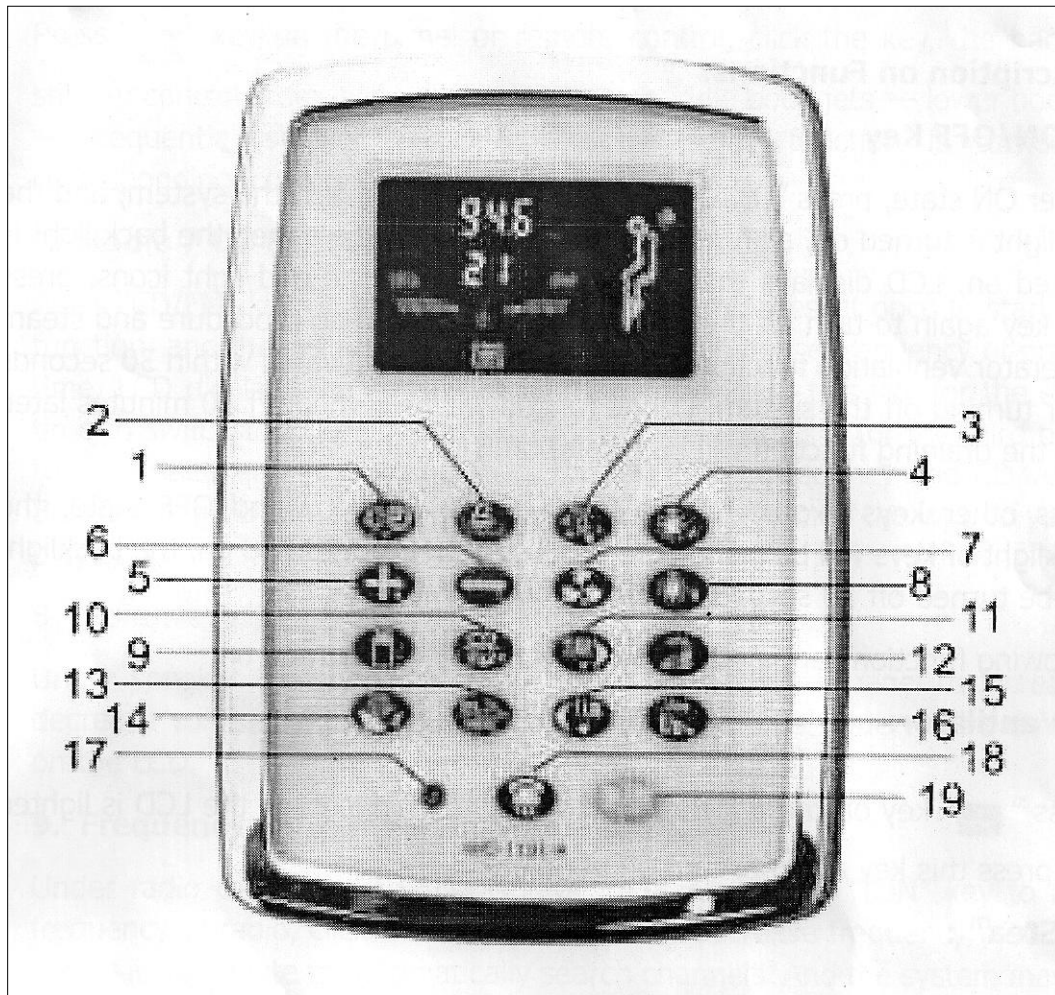
1. Daily cleaning will be much easier if you polish and wax the surface frequently. You may use car polish and wax or a soft cloth with toothpaste; never use the detergents with acetone and ammonia content. Never use any abrasive, gritty cleaning or scouring materials.
2. Clean the acrylic surface of the steam shower, use a polish first to get a shining surface and then use wax to secure and save the shining surface of the steam cabin.
3. Lemon juice or vinegar can be heated with the soft cloth to clean the surface.
4. Light scratching on the surface can be removed with 1200# or above sand paper. The sand paper should be soaked in water then use to burnish, and polish the spot with polishing paste.
5. After every 20 cycles are finished, it is suggested that the steam generator should be cleaned. When cleaning the generator, 5 to 10 grams of citric acid diluted with 1.5 to 1.7 liters of warm water should be prepared, then poured into the steam generator through the rubber pipe. After 8 to 12 hours connect the power and press the heating key, enabling the detergent to vaporize.
6. To properly care for the whirlpool tub, follow these instructions
  - a. Determine your usage. If you use your tub regularly, then more regular monthly cleaning and maintenance is going to be necessary. If you only use your tub occasionally, maintenance every three to four months will be adequate.
  - b. Set air control knobs. If your tub has this feature, make sure they are closed.
  - c. Fill tub. Fill the tube high enough so that it reaches nearly two inches above the highest jets. This water doesn't have to be hot, but it will be more effective if it's at least warm.
  - d. Add a cleaning solution. Add two tablespoons of dishwasher detergent to the tub of water. This can be regular detergent that you would use in your dishwasher. Powder or liquid will work.
  - e. Run the whirlpool. Turn the tub's jets on and let it run for 15 to 20 minutes. This lets all the soapy water runs through the tub's plumbing system to clean out any residue in the pipes.
  - f. Drain and rinse. Allow the tub to drain normally, rinse the tub out and then clean the tub itself with a non-abrasive cleanser.
  - g. Use bleach in the next cleaning. Add 1/2 cup of regular, household bleach to the water when you clean the tub next time.
  - h. Avoid high foaming soaps. When bathing in your whirlpool tub, do not use bath salts, mineral salts or bubble bath. The use of very high foaming soaps is also not recommended. These salts and soaps can cause residue to build up in the plumbing system of the tub. When fresh, clean water runs through the lines that have this residue, it runs back into your bathtub, contaminating your clean water.
7. We strongly advise to use a filtration system for the steam generator unit. Recommended filtration system is ***Whirlpool WHKF-DWHV***.

## **General Use and Maintenance**

- A. If the bath is not to be use for a long period if time, it is recommended that the system should be sanitized after last bath before you leave, and again before the first use.
- B. Drops of water will continue to drain out the jets and suction for some time after the use for some time, this is normal.
- C. Abrasive cleaners must not be used on chrome or gold plated fittings.
- D. Always shut off the power supply when the system is not in use.
- E. If an underwater light is fitted, DO NOT switch it on unless the lens is completely covered by bath water.

## Part 2

### BF1101 Control System



- |  |                                    |
|--|------------------------------------|
| 1. Timing and Temperature setting                | 10. Radio on/off and CD connection |
| 2. Overhead shower                               | 11. Radio frequency +              |
| 3. Body Massage Jets                             | 12. Volume +                       |
| 4. Top light                                     | 13. Radio frequency Memorizing     |
| 5. Time / Temperature +                          | 14. Steam ON/OFF                   |
| 6. Time / Temperature -                          | 15. Radio frequency -              |
| 7. Circulation Fan                               | 16. Volume -                       |
| 8. Back light <i>(not active for this model)</i> | 17. Remote sensor                  |
| 9. Sauna <i>(not active for this model)</i>      | 18. Telephone                      |
|  | 19. Power on/off                   |

## **Description of Functions**


### **1. ON/OFF Key**

Under ON state, press “ON/OFF” Key on the panel to start the system, and the top light is turned on, all functions are activated on the panel, the back light is on, LCD shows the environment temperature and all icons are lit; press the “ON/OFF” to shut off the system. Ozone disinfecting procedure and steam generator ventilation function will be automatically active within 30 seconds after turning off the system. Ozone function will shut off 10 minutes later, and the draining function will shut off 3 minutes later.


Press other keys except “ON/OFF” key under standby and OFF state, the backlight will come on, if the system is not turned on, the backlight will be turned off in 30 seconds.

Following functions are available when the system is on:

### **2. Circulation Fan:**

Press  key on the panel to start the fan the icon will light up on the LCD screen. Pressing the fan key again, will shut down the circulation fan.


### **3. Steam:**

Press  key on the panel. The default steam time is 45 minutes, and the highest temperature is 45°C (113°F). By pressing the steam key again, the steam system will be shut off.


### **4. Steam Temperature and Time Setting:**

Press “FUN” key on the panel till temperature icon is flashing on the screen, system will enter into steam temperature setting state. Press “+” or “-” key to increase or decrease temperature, the temperature range is 25-60°C (77-140°F); press this key again to enter into time setting state. The time range is 1-99 minutes, if time or temperature is not adjusted within 5 seconds, the system will automatically recover to display environment temperature.

### **5. Rainfall Showerhead:**



Press  key on the panel to start or turn off rainfall showerhead function, the icon on the screen will illuminate.

### **6. Back Jets Massage:**

Press  key on the panel or remote control to operate the jets. The control order: upper body jets, middle body jets, lower body jets, sequential shower, OFF. If any of the functions are turned on, the corresponding icon will light up.

## **Description of Functions Cont'd**

### **7. CD/FM Function:**

Press  key on the control panel or remote to activate the FM Radio, the corresponding icon will light up on the control panel. The system will automatically switch to the previous frequency. Pressing this key the second time, will switch the function to CD mode. The display will show the corresponding icon. Pressing the  again will shut off the system.

### **8. Volume Adjustment:**

When the speaker is ON, pressing the “+” or “-“on the key panel to increase or decrease the volume. When changing the volume, the LCD monitor will display the corresponding changes.


### **9. Frequency or Channel Adjustment:**

When the radio is ON, press the “TUN” key to adjust the frequency. Pressing the button once, will increase or decrease the frequency by 0.1MHz, holding it for 1 minute will automatically search channels. The search will stop once the next station will be found, and the LCD panel will display the corresponding channel. When the system displays channel, press “+” or “-“key to adjust channels, the range is 1-25 channels.

### **10. MEM, HZ, CH Selection Key:**

When radio in ON, press “MEM” key to select radio frequency (H) or channel (CH). Hold this key to store the correct frequency into channel, LCD display will show “MEM” when stored.

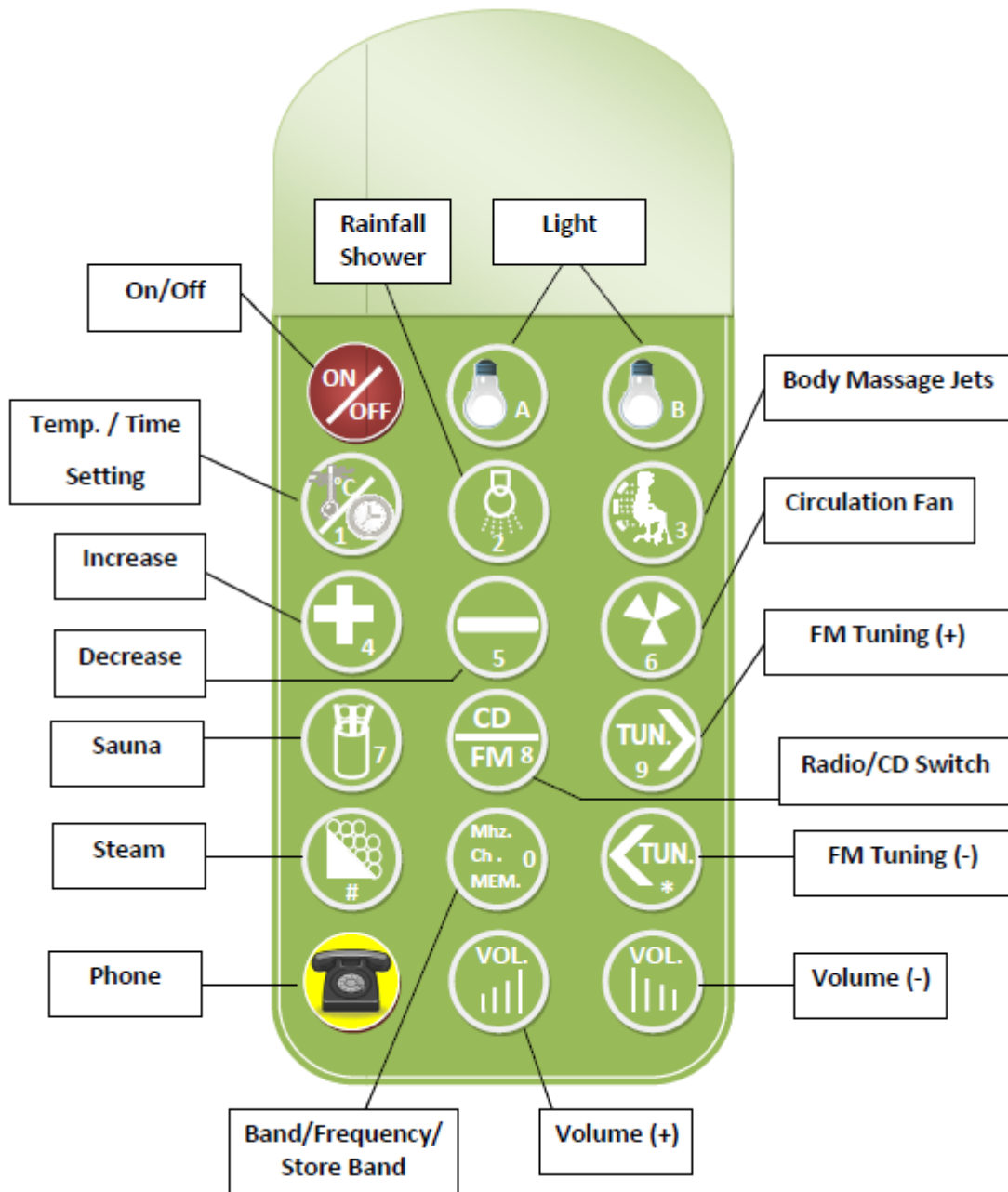
### **11. Telephone Function** *(Operational only when is plugged in):*

When there is an incoming call, telephone will ring, system will automatically shut off the radio/CD. Press  key on the panel to stop the ring and receive the phone call. LCD display will show the telephone icon; also the shower functions will automatically shut off. Press phone key again to end the call.

### **12. Mood Light:**

Top light will turn up when the system is activated. Press the Light key on the panel or remote control to turn on or turn off the mood light.

## MID-1101 Remote Control System



- **Note:** Sauna key does not have any functions for this model
- **Note:** Rainfall shower and body massage jets are electronically controlled only.

## Working Condition

### Working Condition and Features

Rated Voltage	AC220V	Fated Frequency	50-60Hz
Rated Current	14A	Rated Power	3050W
Insulation Resistance	>20M	Leakage Current	Meet corporation standard
Waterproof Grade	IPx4	Leakage Protection Current	(15-30)mA

### Loading Configuration

Load	Rated Loading Voltage	Rated Loading Frequency	Rated Loading Power	Quantity
Steam	AC220V	50Hz/60Hz	3KW	1
Mood Light	AC12V	50Hz/60Hz	32W	1
Ozone	AC12V	50Hz/60Hz	6W	1
Circulation Fan	DC12V	---	4W	1
Solenoid Valve	DC12V	---	5W	6

**Note:** Solenoid valve includes: water inlet, water drainage, rainfall showerhead, upper body jets, middle body jets, and lower body jets. All features meet the general standard of home appliances.

**Note:** Within the Warranty period, please don't take off the decals from the computer control boxes and the steam generator without manufacturer's permission. Please do not maintain or change the circuit by yourself. Usually most of the problems could be troubleshoot over the phone. When calling for service questions, please provide your model number, serial number, Purchase Order, and type of problem you are having.

## **Control Panel Troubleshooting Guide**

<b>Fault</b>	<b>Display</b>	<b>Reason</b>	<b>Solution</b>
System does not come on	Display does not work	<ol style="list-style-type: none"> <li>1. Power cord is not connected or power supply is not available</li> <li>2. Power voltage is too low</li> <li>3. 2A fuse is damaged</li> <li>4. RCD is damaged</li> </ol>	<ol style="list-style-type: none"> <li>1. Correctly connect the power cord, &amp; wait for power supply.</li> <li>2. 220V/50Hz power supply is required</li> <li>3. Replace 2A fuse</li> <li>4. RCD</li> </ol>
Switch Malfunction	System stopped	<ol style="list-style-type: none"> <li>1. Circuit breaker is damaged</li> <li>2. Short circuit</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace circuit breaker</li> <li>2. Check the circuit</li> </ol>
Unit automatically turns off	Indicator Light is on	<ol style="list-style-type: none"> <li>1. Electronic element is damaged</li> <li>2. Water drainage tube is jammed</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the water inlet valve or water drainage valve</li> <li>2. Clean the jammed tube</li> </ol>
	Indicator Light is not on	<ol style="list-style-type: none"> <li>1. Electronic element is damaged</li> <li>2. Circuit is damaged</li> </ol>	<ol style="list-style-type: none"> <li>1. Repair or replace the corresponding parts</li> <li>2. Connect the circuit</li> </ol>
Steam is not available		<ol style="list-style-type: none"> <li>1. Water is not available</li> <li>2. Water pressure is too low</li> <li>3. Steam generator heating element is damaged</li> <li>4. No water in steam generator</li> <li>5. Steam delivery pipe is jammed or broken</li> <li>6. It is heating</li> <li>7. Temperature in the bathroom is higher than the set value</li> </ol>	<ol style="list-style-type: none"> <li>1. Wait for water supply, restart the system</li> <li>2. Install water pump for tall buildings</li> <li>3. Replace heating element</li> <li>4. Check the water inlet solenoid valve</li> <li>5. Remove jammed materials or replace the pipe</li> <li>6. Wait for water to heat</li> <li>7. Automatically recover steam supply after temperature is lower than the set value (or increase the temperature)</li> </ol>
Automatic Protection		<ol style="list-style-type: none"> <li>1. Low water pressure</li> <li>2. Inlet and drainage pipe is jammed</li> <li>3. Water drainage tube and sewer is jammed</li> <li>4. Steam pipe is jammed</li> </ol>	<ol style="list-style-type: none"> <li>1. Install pressure pump</li> <li>2. Remove impurity</li> <li>3. Clean out the jam from water drainage tube and sewer</li> <li>4. Clean out the jam from steam pipe</li> </ol>
Temperature is too high		<ol style="list-style-type: none"> <li>1. The set temperature is too high</li> <li>2. Temperature probe is damaged</li> </ol>	<ol style="list-style-type: none"> <li>1. Decrease the temperature</li> <li>2. Replace the probe</li> </ol>
Steam is interrupted		<ol style="list-style-type: none"> <li>1. Steam reaches the set time</li> <li>2. Set temperature is too low</li> <li>3. Electronic elements (heating tube) is damaged</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust time again</li> <li>2. Increase the temperature (higher than room temperature)</li> <li>3. Repair or replace corresponding elements (heating tube)</li> </ol>
Water flows from steam outlet		<ol style="list-style-type: none"> <li>1. Floater is out of control</li> <li>2. Water level detection circuit is out of control</li> </ol>	<ol style="list-style-type: none"> <li>1. Check the floater</li> <li>2. Check the water level control parts</li> </ol>
Speaker does not work	LCD displays radio	<ol style="list-style-type: none"> <li>1. No signal is supplied</li> <li>2. VOL/DC switch key is not pressed</li> <li>3. Speaker is damaged</li> <li>4. Antenna is loose</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust the frequency again</li> <li>2. Press the VOL/CD key</li> <li>3. Replace the speaker</li> <li>4. Connect the antenna and adjust the position</li> </ol>
	Radio doesn't display on LCD	<ol style="list-style-type: none"> <li>1. Circuit board or elements are damaged</li> <li>2. Circuit is loose or has bad connection</li> </ol>	<ol style="list-style-type: none"> <li>1. Replace the elements or circuit board</li> <li>2. Install circuit elements or replace them</li> </ol>

## **Part 3**

### **Warranty Information**

## **Steam Planet Warranty**

Steam Planet guarantees and warrants subject to the conditions and restrictions stated below, that its complete product line (see below for exceptions) and any other product manufactured or distributed by Steam Planet, shall be free from any defects in materials or workmanship for **3** years.

This warranty is valid only when products covered by this warranty are installed by a professional tradesman and finished and maintained according to Steam Planet's written installation instructions. This warranty does not cover

1. Component parts that have been damaged by accident, mishandling or improper use
2. Component parts that have been subjected to negligent operation or damage resulting from improper installation or maintenance
3. Damage caused by fire, flood, earthquake, storm, tornado, acts of nature or any other cause beyond the control of Steam Planet: or become damaged or defective through the negligence of and/or misuse of Buyer, improper installation, chemical corrosion, modification or alteration, or improper maintenance, poor or substandard water supply i.e. well water without proper or additional filtration, hard water without proper or additional filtration, etc....

No warranty claim shall be considered unless it is properly and timely requested and with proof of purchase and is received by Steam Planet prior to the expiration of the warranty period. -original owner and purchaser must still reside in home where product was originally installed

IN NO EVENT SHALL STEAM PLANET PAY FOR THE COST OF LABOR, INSTALLATION OR FINISHING OF EITHER THE ORIGINAL OR REPLACEMENT PRODUCT OR ANY REPLACEMENT PART, OR FOR ANY OTHER INCIDENTAL COSTS RELATED THERETO.

### **Customer responsible for shipping costs on any parts after 30 days from receipt of unit.**

Steam Planet reserves the right to have any of its products, alleged to be defective, field inspected by a Steam Planet representative or; if Steam Planet elects and requests the damage part to be returned for testing, customer will make payment for new part before it is shipped or customer must return damaged part for defect testing, at their own cost, part is then tested, and then new part under warranty will be shipped. If tested and found to have defect, the new part will be shipped and customer will be reimbursed for return shipping only (and reimbursed for new part if applicable). Parts included for possible defective return and testing are; *all electronic and electrical components, keypads, motors, water and air pumps, lights, fans, switches, heaters, water control valves and diverters. In the case of steam generators and shower panels, the entire unit may need to be returned.*

We will test within 30 days upon receipt of part and ship new part within the same time period. Steam Planet will pay for damaged part to be returned. Customer can buy replacement parts after warranty expires at cost and these parts have a 1 year warranty; customer to pay shipping.

## **Shipping and Inspection:**

All units shipped are broken down and packed in 2-4 big boxes. All the boxes are then placed and shipped on wooden pallets. Units come "broken down" and in separate panels and should clear through most doorways. All units are delivered LTL. Buyer has the right to examine the Goods on arrival and has 3 business days to notify Steam Planet (the seller) of any claim for damages on account of the condition of the goods.

**The customer and the driver must both notate and sign shipping document at the time of delivery, if there is any sign or suspicion of damage to packaging, crating, etc... or refuse package for same. Broken Glass is not covered under warranty.**

Notice must be specifically set forth for the basis of the Buyer's claims: failure to notate initial damage, notify Steam Planet (the Seller) within the stipulated period of time and to set forth specifically the basis of his/her claim will constitute irrevocable acceptance of the Goods by the Buyer and void any warranty claims and disqualify courtesy return time allowance.

## **Return Policy**

- RETURN IN THE ORIGINAL CARTON WITH PACKING AND INSTRUCTIONS WITHIN 14 DAYS, PRODUCT MUST NOT BE USED AND PACKAGING MUST NOT BE DAMAGED/14 days is a courtesy time frame for return of product with no explanation, but are subject to return shipping charges. See below...
- THERE WILL BE A 20% CANCELLATION / RESTOCKING CHARGE ON ALL RETURNED MERCHANDISE IN ADDITION TO THE PRORATED VALUE OF THE PRODUCT. CUSTOMER WILL BE RESPONSIBLE FOR ANY BANK CHARGES OR CREDIT CARD FEES RELATED TO RETURNED MERCHANDISE. CUSTOMER RESPONSIBLE FOR SHIPPING COST BACK TO COMPANY IN CASES OUTSIDE OF DAMAGE ETC...
- IF YOU PAID BY CHECK, OR IF THE AMOUNT OF REFUND IS IN EXCESS OF \$10, YOU WILL RECEIVE YOUR REFUND BY MAIL IN APPROXIMATELY 30 BUSINESS DAYS.
- DISPLAY, DEMO, SCRATCH AND DENT MERCHANDISE IS CONSIDERED "AS IS" AND IS NONRETURNABLE, NONREFUNDABLE AND NONEXCHANGABLE and has no implied warranties.
- SPECIAL ORDER AND CLOSEOUT MERCHANDISE IS NONCANCELLABLE, NONREFUNDABLE AND NONEXCHANGEABLE

## **Disclaimers:**

Steam Planet (Seller) accepts no liability for damages or personal injury caused by Buyer's negligence. Examples for such negligence include, but are not limited to

- 1) Usage of sauna under the influence of alcohol or any other narcotic or intoxication substance;
- 2) Usage of the shower/sauna unit which is not specifically set out in the owner's manual;
- 3) Continued usage of the unit past the 30 minutes period (recommended manufacture's time limit);
- 4) Removal or modification of any part of the unit with the purpose of excessive steam production;
- 5) Unsupervised usage by underage children (under the age of 18);
- 6) Usage with the following health conditions:
  - a) high blood pressure
  - b) heart disease
  - c) diabetes
  - d) circulatory problems
  - e) pregnancy;
- 7) Usage by a person who is under the care of a physician or is in generally poor health.

All persons strongly encouraged to consult their physician before attempting usage of sauna.

As with all products that produce high heat output, the Seller takes no responsibility for any damage done to unit if the Buyer makes modifications before or after the initial installation. Purchaser is advised to have unit professionally installed.

## **Liability & Damages:**

- 1) Seller is not insurer. No implied warranties. It is understood that Seller is not an insurer. An appropriate insurance, if any shall be obtained by the Buyer.
- 2) Liquidated Damages:

BUYER SPECIFICALLY AGREES THAT IF SELLER IS FOUND LIABLE FOR LOSS, DAMAGE, OR INJURY, ARISING FROM THIS AGREEMENT, SELLER'S LIABILITY SHALL BE LIMITED TO THE PRICE PAID FOR THE SYSTEM AS LIQUIDATED DAMAGES, NO CONSEQUENTIAL, ACCIDENTAL OR PUNITIVE DAMAGES ARE ALLOWED.
- 3) Buyer's Indemnification: in the event any person not a party of this agreement shall make any claim or file a lawsuit against Seller arguing failure of the System or Seller's service in any respect, Buyer shall indemnify, defend, and hold Seller harmless from any and all claims, damages, costs and expenses arising there from, including without limitation, Seller's attorney fees.

Seller specifically makes no Warranty or Guaranty:

The Seller explicitly states that there are no warranties of merchantability or fitness for specific purpose.

Governing Law: This Sales Agreement shall be construed in accordance with and governed by the laws of the State of Ohio.

\*\*Shower panels come with a 1 year warranty

\*\*Steam Generators come with a 3 year warranty

\*\*Walk in tubs have same warranty as all SP product but also comes with a **Limited lifetime warranty** on door seal/original owner purchaser and residence only.

**Service, technical, and warranty call 1-866-783-2661 or mail to;**

**Steam Planet Corp. 22900 Miles road Bedford Heights Ohio, 44128**