



Sun Home Cold Plunge™ Pro



User Manual

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The intelligently engineered Sun Home Cold Plunge Pro™ is the pinnacle of cold-water immersion technology.

The Sun Home Cold Plunge™ Pro User Manual contains important information regarding the operation and maintenance of your Cold Plunge™ Pro. Prior to use, please review the safety information in this Manual and the Terms & Conditions found on <https://sunhomesaunas.com>.

Installation Information and Precautions

The Cold Plunge Pro can be installed just about anywhere that can withstand the weight, as long as you have sufficient clearance (36") for air flow and to access the chiller, access to an AC outlet, access to a hose for filling and draining the tub, and a place to drain the tub.

We advise you to place a guard or fence around the unit. The guard helps to keep children and pets from the chiller and the entire appliance.

If you are putting your cold plunge inside, please ensure there is enough clearance around the tub as well as ample fresh airflow. This is because the chiller utilizes airflow and the air is warmer when it exits the chiller.

What's Included

- Sun Home Cold Plunge Pro™
- Integrated ice generator (chiller)
- Filtration system
- Ozone injection sanitization
- Ultraviolet disinfection system
- Headrest
- Insulated lid

Operating Warnings

This is a high-power electrical appliance. Use common sense and ask for professional assistance with any questions. It also carries substantial water weight when full and requires structurally sound support for over 4000 lbs. Follow all cautions in this manual. Use at your own risk. Please review warranty information carefully.

- Please go through this manual in detail before installing our products. Failure to understand the instructions could lead to injuries, financial losses, or damages to the chiller.
- Please contact Sun Home Saunas Customer Service when seeking further technical information

- Always use the protective cover provided when not in use. Damage occurred from weather or the elements is not warranted.
- Before you start installing this appliance (chiller), check if your local AC wall electricity meets the chiller's requirements (120 VAC in the US). You can check the chiller's label or performance information for full details. This information appears in this manual. **DO NOT OVERLOAD A CIRCUIT OR WIRING WITH MULTIPLE APPLIANCES ON THE SAME OUTLET OR BREAKER.**
- **FOR PERSONAL SAFETY AND TO PREVENT SHOCK, THE UNIT MUST BE PLUGGED INTO A GROUND FAULT CURRENT INTERRUPTER (GFCI) WHICH IS ALSO KNOWN AS A GROUND CURRENT DETECTOR (GCD) OUTLET (TYPICALLY THESE ARE INSTALLED OUTDOORS OR IN A BATHROOM AND CAN BE INSTALLED BY A LICENSED ELECTRICIAN IN ANY OUTLET).**
- If the GCD continues to trip, please reach out to a local, licensed electrician.
- Always consider the local regulations when fitting the electrical protection appliances.
- Ensure that you ground the chiller to earth ground by connecting the third prong in the outlet. Grounding/earthing the device helps to prevent or avoid electric shocks resulting from the unit's unexpected short circuit.
- For safety purposes, you should **NEVER** repair the chiller yourself. Contact Sun Home Saunas for assistance if your chiller has a fault and requires repairs.
- **DO NOT** place objects in the chiller while it's working. These objects could come into contact with the appliance's fan, resulting in damage. In addition, these objects might cause accidents. Keep children and pets away from the chiller. **NEVER** use this chiller without the plaque or grille as it could cause accidents or system malfunctions.
- **DO NOT** allow unqualified service engineers to adjust the switchboards, controllers, or valves.
- Those with reduced mental, physical, or sensory capabilities, and those without experience or knowledge, can only use the appliance under proper supervision. Children under 18 years old should not use the chiller. **NEVER** allow children to play around with the chiller.
- Children should **NEVER** clean or perform user maintenance without supervision. This is a high-power electrical appliance. Use common sense and ask for professional assistance with any questions. It also carries substantial water weight when full and requires structurally sound support for over 4000 lbs. Follow all cautions in this manual. Use at your own risk.
- **Liability Disclaimer:** Sun Home Saunas expressly disclaims any responsibility for any damage, injury, harm, cost, expense, or liability arising out of or related to your use or misuse of this product. This product is provided on an as-is basis and

without other than the specified warranty, whether express, implied, or statutory, including, fitness for a particular purpose. Some jurisdictions do not allow an exclusion of implied warranties. If you are located in such a jurisdiction, you are advised to seek legal advice to determine if this exclusion applies to you.

- REMEMBER TO TEST THE GFCI/GCD ONCE A WEEK AT LEAST. DON'T USE THE MACHINE IF IT HAS ANY PROBLEMS SUCH AS THE RESET BUTTON NOT WORKING AFTER PRESSING TEST.
- NEVER PUT THIS MACHINE INTO THE WATER. AND DON'T SPRAY THE MACHINE WITH WATER. DO NOT GET THE CHILLER MECHANISM WET. KEEP IN A COVERED DRY SPACE
- TO PRE-CHILL, FILL THE BATH WATER FROM THE COLD TAP FOR A COLD PLUNGE.
- KEEP CHILDREN AWAY FROM THE CHILLER AND PLUNGE BATH.
- DON'T COVER OR BLOCK THE AIR INLET AND/OR AIR OUTLET IN USE.
- MAKE SURE THERE IS MORE THAN 30 CM (12 INCHES) FREE SPACE AROUND THE MACHINE.
- DON'T EXTEND THE WATER HOSE WHICH MAY AFFECT THE WATER FLOW, AND WHICH WOULD REDUCE THE COOLING EFFICIENCY OR MAKE IT HARD TO REACH THE TARGET TEMPERATURE.
- WE RECOMMEND EMPTYING THE WATER IN THE TUB TWICE A WEEK. DURING COLD MONTHS, THE WATER CAN ICE UP AND MUST BE CHANGED SO IT DOESN'T DAMAGE THE CHILLER. KEEP THE SCREEN INTAKE CLEAR. KEEP THE ENVIRONMENT VENTILATED. THE MAX ALLOWABLE TEMPERATURE OF THE AMBIENT AIR IS 45 DEGREES CELSIUS (113 DEGREES FAHRENHEIT).
- KEEP YOUR HAIR, FINGERS, TOWEL, ETC. AWAY FROM THE FAN OF THE ICE-BATH MACHINE AND WATER FLOW HOLES.
- ONLY A PROFESSIONAL MECHANIC WITH THE RIGHT QUALIFICATIONS CAN REPAIR THE SYSTEM.
- THE TUB FILLED WITH WATER CAN WEIGH OVER 4000 LBS. BE SURE THE FLOOR CAN SUPPORT SUCH A LOAD. DO NOT FILL AT THE EDGE OF A CANTILEVER DECK.
- Do not block the fan outlet. Otherwise, it will reduce the heating and cooling effect and waste power.
- The equipment must be kept clean. Regularly check and clean the surfaces and DO NOT touch the fan during the operation of the equipment to avoid hurting fingers

- Pay attention to whether the rated voltage of the product is consistent with the AC supply voltage of the home - DO NOT touch the switch with hands, nor any of the electrical components.
- DO NOT USE WHILE UNDER THE INFLUENCE OF ALCOHOL OR RECREATIONAL DRUGS. CONSULT YOUR DOCTOR BEFORE USE IF YOU'RE CURRENTLY TAKING ANY PHARMACEUTICAL DRUGS, INCLUDING OVER THE COUNTER DRUGS.
- SUN HOME SAUNAS IS NOT RESPONSIBLE FOR ANY PROBLEM OR INJURY THAT RESULTS FROM POOR INSTALLATION AND ABNORMAL USE
- If using our cold plunges as hot tubs, you must use standard hot tub sanitizing chemicals such as Chlorine, like you would use in a normal spa. Bacteria easily grows in warm water if not treated with chemicals. We recommend keeping the plunge below 50°F for best performance.

Getting Started

Wait for 24 hours after the installation before starting the chiller to prevent compressor damage. If the chiller was transported with the feet down, it may be started right away. While the chiller can be used for hours at a time, we highly recommend NOT operating it 24/7 as continuous use can reduce the longevity of the machine.

1. Switch ON the external power to the unit.
2. Fill the Cold Plunge Pro with water.
3. Turn ON the Chiller.
4. Press the ON/OFF button on the Control Panel.



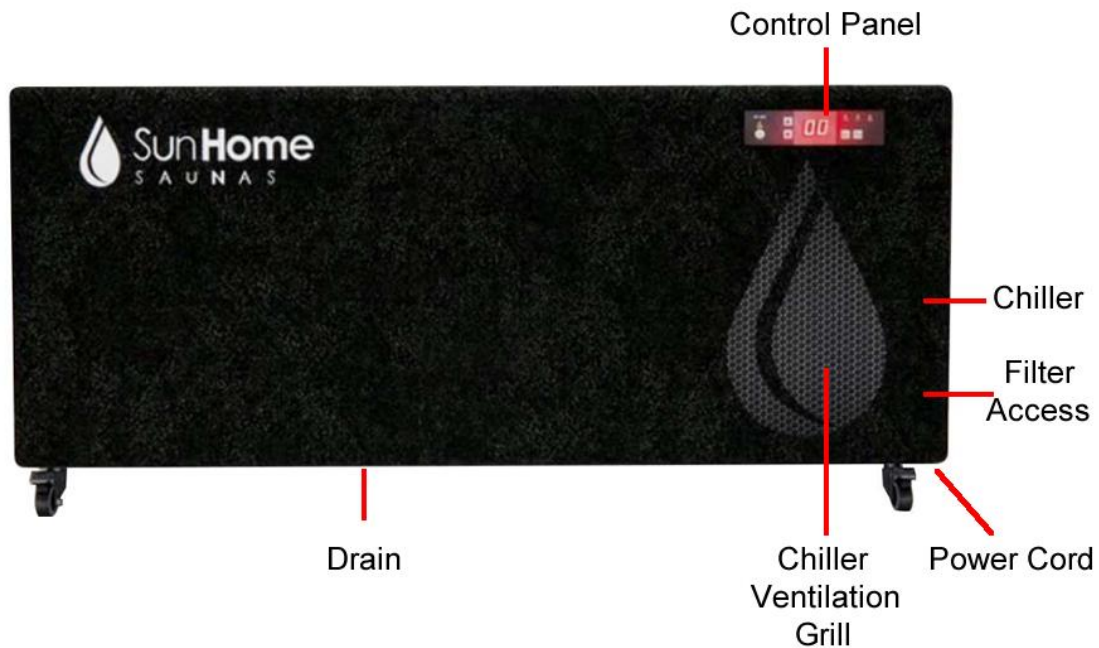
The red indicator light turns on when the power is switched on.

The green indicator light turns on after the compressor starts.

In case of a failure, an error code displays.

5. After a short delay, the unit should begin operating.

- The chiller is automatic, there is *no need* to touch the temperature arrows. Once the cold plunge is turned on, it will automatically start cooling the water to reach 0 C / 32 F. By default, the thermostat is set to C (European temperature scale).



While we do not recommend leaving the unit operating 24/7 as continuous operation can reduce the longevity of the chiller, the unit may be kept on for extended periods of time as the automatic control will cycle with changes in the water temperature. The unit will switch off on its own once the set temperature is reached. It will restart automatically if the water temperature changes by more than 1 degree Celsius from the set temperature while the filter pump is still running.

It's important to note that depending on the pool water's initial temperature and the ambient air temperature, it may take several hours for the water to reach the desired temperature if the water is uncovered. Using the insulated cover will significantly reduce this time period. It may take 6-8 hours to initially reach the optimal cold therapy temperatures (40-35 F).

Using the Control Panel

This Cold Plunge is effortless to operate. You need to start by switching it ON and setting the desired water temperature. The Control Panel allows you to set all the

operation parameters easily. You can see the operational status of the controller on the LED display.



1. To turn ON the Cold Plunge Pro, press the power button for 6 seconds. The red indicator turns on. The green indicator light turns on when the compressor starts.
2. To turn OFF the Cold Plunge Pro, press the power button for 6 seconds.
3. To defrost, press the defrost button for 6 seconds. NOTE: Defrost is the process of removing ice from the stainless steel tub, resulting in the ice floating on top of the water). This temperature controller also has an automatic adjustment function. When the temperature drops to 32 degrees F, it will enter automatic ice-making mode, which lasts for 80 minutes, then automatically enters the defrost function, which lasts for 40 minutes. When the water temperature rises to 41 degrees F, it will enter the cooling process again, returning to ice-making mode, and so on in a continuous cycle.
4. IMPORTANT: Do NOT press the 'SET' button or the temperature arrows as the chiller is pre-configured already automatic. By pressing the SET button or temperature arrows it can unlock and undo this configuration. The only button you need to press to activate and deactivate the chiller is the ON/OFF button. This is very important as the internal settings can be reversed and the ice bath will not operate as intended if these buttons are pressed.
5. It is recommended to turn ON both Ozone and UV when you're not plunging to maintain water freshness. It is recommended to turn ON both Ozone and UV when you're *not* plunging to maintain water freshness. Do not activate Ozone during operation as it can cause skin irritation.

Safety Precautions

Incorrect installation can be dangerous and may cause electric shock, injury, or damage to the chiller. DO NOT try to change the internal setup of the chiller.

Follow the advice below when troubleshooting your appliance:

- Always use the protective cover provided when not in use. Damage occurred from weather or the elements is not warranted.
- Keep your body (especially the hands and hair) away from the fan blades.
- If you're not familiar with the chiller and pool filtration system, DO NOT make any adjustments or repairs prior to consulting a licensed electrician, air conditioning contractor, or pool professional.
- Read the full installation manual or guidelines before using, servicing, or making changes to the chiller.
- Wait for 24 hours after the installation before starting the chiller to prevent compressor damage. If the chiller was transported with the feet down, it may be started right away.
- Remember to turn off the power before doing any repairs or maintenance.

Error Codes & Troubleshooting

Control Display	Protection / Failure	Items to Check	Solution
P1	Inlet water temperature sensor failure	<ol style="list-style-type: none"> 1. Check the connection of the inlet water sensor. 2. Check if the unit's sensor is broken. 	<ol style="list-style-type: none"> 1. Reconnect the sensor. 2. Replace the sensor.
P2	Ambient temperature sensor failure	<ol style="list-style-type: none"> 1. Check the connection of the outlet water sensor. 2. Check if the sensor is broken. 	<ol style="list-style-type: none"> 1. Reconnect the sensor. 2. Replace the sensor.
P3	Ambient temperature is too low	<ol style="list-style-type: none"> 1. Check if the sensor is broken. 2. Check if the ambient temperature is less than 10°C. 	<ol style="list-style-type: none"> 1. Replace the sensor. 2. Stop using the heater.
P4	Outlet water temp sensor failure	<ol style="list-style-type: none"> 1. Check the connection of inlet water sensor. 2. Check if the sensor is broken. 	<ol style="list-style-type: none"> 1. Reconnect the sensor. 2. Replace the sensor.
P5	High pressure protection	<ol style="list-style-type: none"> 1. Check if high pressure switch is broken. 2. Check if there is a blockage in the water circuit or if the water flow is low. 	<ol style="list-style-type: none"> 1. Replace the high-pressure switch. 2. Remove the cause of the blockage to increase water flow.

		3. Check if there is a blockage in refrigerant circuit.	3. Reach out to a Sun Home customer service.
P6	Outlet water over-cool protection	1. Check if there is any jam in the water circuit. 2. Check if the water flow volume is sufficient. 3. Check if the water pump is working.	1. Unblock the jam. 2. Increase the water flow volume. 3. Repair or replace the water pump.
E5	High pressure switch failure	1. Check the connection of the pressure switch. 2. Check if the switch is broken.	1. Reconnect the switch. 2. Replace the switch.

Problem & Observation	Items to Check	Solution
The chiller doesn't work. The Controller does not light up and the fan/compressor doesn't make a sound.	1. No electrical power.	1. Check power supply (wiring, fuses, ...)
The chiller works normally but there is no or insufficient cooling. The Controller displays the temperature but no error codes.	1. Insufficient capacity of the chiller in proportion to the size of the pool. 2. The compressor works but the fan doesn't. 3. The fan works but the compressor doesn't. 4. The chiller has not been placed on an optimal location. 5. Faulty temperature setting. 6. Bypass not adjusted 7. Not enough refrigerant	1. Install a larger sized model or an extra chiller cover the pool. 2. Check the electrical wiring of the fan. Replace the condenser or the fan motor if necessary. 3. Check the electrical wiring of the compressor. Replace the condenser, or the compressor if necessary. 4. Make for sufficient air circulation (see manual for details). 5. Set the correct temperature. 6. Have the by-pass readjusted by the installer. 7. Have the chiller checked by a refrigeration technician.

Problem & Observation	Items to Check	Solution
The chiller doesn't stop. The Controller displays the temperature, but there are no error codes.	<ol style="list-style-type: none"> 1. Wrong set-up of parameters 2. Pressure switch out of order 3. Electrical failure 	<ol style="list-style-type: none"> 1. Inspect the given parameters and adjust or correct them if necessary (these settings should be just above the chiller's capacity). 2. Check the pressure switch's operation by turning off the unit's filter pump and restarting it. If the chiller doesn't react to this, then the pressure switch must be adjusted or replaced. 3. Contact your local licensed professional.
Water leak. There's a puddle of water under the unit's heat pump.	<ol style="list-style-type: none"> 1. Condensation resulting from high atmospheric humidity 2. Leaking water 	<ol style="list-style-type: none"> 1. Don't perform any action. 2. Localize the leak and check chlorine presence in the water. If that's the case, you must repair the chiller.
Abnormal amount of ice formed on the evaporator. The evaporator is, for the most part, covered in ice.	<ol style="list-style-type: none"> 1. Insufficient air inflow 2. High water temperature 3. Not enough refrigerant 	<ol style="list-style-type: none"> 1, Check the location of the heat pump and remove any dirt that could be present on the evaporator. 2. The ice formation increases when the pool water is quite hot (above 29 degrees). Getting the set temperature down is a possible option. 3. Have a refrigeration technician check the heat pump

If you can't fix a problem right away, customer service will need specific information to help. Note the error code on the display controller, the setting values, and the chiller's status (initial temperature, water outlet/ inlet temperature, cold air, or ice). Provide this information when contacting customer service.

Please also take a video with your phone and send it to the customer service representative

Warnings

This is a high-power electrical appliance. Use common sense and ask for professional assistance with any questions. It also carries substantial water weight when full and requires structurally sound support for over 4000 lbs. Follow all cautions in this manual. Use at your own risk. Please review warranty information carefully.

RISK OF ACCIDENTAL DROWNING -- Extreme caution must be exercised to prevent accidental drowning.

PROLONGED IMMERSION IN COLD PLUNGE MAY BE INJURIOUS -- Prolonged immersion may result in health issues, including but not limited to hypothermia.

NOT SUITABLE FOR CHILDREN UNDER 18 -- The cold plunge is not designed for children under 18. Parents/guardians should consult a physician before allowing children to use the cold plunge. Any child under 18 deemed safe to use the plunge should be closely supervised at all times.

DROWNING RISK FOR CHILDREN UNDER 4 -- According to the CDC, drowning is the leading cause of injury-related death in children 1-4 years old. Keep unsupervised children away from the cold plunge and ensure close adult supervision at all times. Check state or local laws for requirements such as fences or barriers around the cold plunge.

SUCTION GUARDS MUST BE INSTALLED -- Do not use the cold plunge tank unless all suction guards are installed to prevent body and hair entrapment.

DO NOT USE IF SICK OR INFECTIOUS -- Do not use the tank if you are sick, vomiting, have diarrhea, or any contagious conditions where germs can spread in water.

RISK OF SLIPPING AND FALLING -- Exercise care when entering or exiting the cold plunge tank to avoid injury.

NO DRUGS OR ALCOHOL -- Do not use drugs or alcohol before or during the use of the cold plunge tank to avoid unconsciousness and possible drowning.

PREGNANT WOMEN SHOULD CONSULT A PHYSICIAN -- Pregnant or possibly pregnant women should consult a physician before using the cold plunge tank.

MEASURE WATER TEMPERATURE BEFORE USE -- Before entering the cold plunge tank, measure the water temperature with an accurate thermometer.

RISK OF ELECTRIC SHOCK -- Install the tank at least 15 meters (5 feet) away from all metal surfaces. Do not permit electric appliances within 15 meters (5 feet) of the cold plunge tank.

MAINTAIN WATER CHEMISTRY -- Maintain water chemistry in accordance with the manufacturer's instructions. Do not ingest or swallow tank water.

RISK OF HYPOTHERMIA -- Extended use can lead to hypothermia. If body temperature drops below normal levels, call 911 immediately.

ALCOHOL OR DRUGS INCREASE RISK -- The use of alcohol or drugs greatly increases the risk of fatal hypothermia in the cold plunge tank.

RISK OF FLOODING -- Be aware of the risk of flooding to the area surrounding the cold plunge tank.

SINGLE OCCUPANCY ADVISED -- The tank is designed to accommodate one person. Avoid multiple occupancy, and for individuals exceeding average height and weight, pre-measure the tank for safety.

NOT FOR ANIMALS -- The cold plunge tank is not designed for animals. Keep pets and other creatures out of the tank. Ensure the tank cover is secure and closed before and after use to avoid accidental entry, injury, or drowning.

Electrical Specifications

Power (volts)	120 V
50-60 Hz (dedicated circuit)	
Current (amps)	30 A

If a dedicated electrical outlet is required, it should be installed with a GFCI by a licensed electrician. Failure to do this will void the warranty.

Inspection & Maintenance

Maintenance is crucial to ensure the proper functioning of the unit. Here are some key maintenance reminders:

- Regularly check the water inlet channel and drainage to ensure sufficient water and airflow. This helps maintain the system's performance and reliability. Remember to routinely keep the pool's filter clean, to prevent clogging and damage to the unit.
- Keep the area around the appliance well-ventilated and spacious. Regularly clean the chiller's sides to ensure effective heat exchange and energy efficiency.
- Check all processes in the unit to ensure they're working properly. Pay close attention to the operating refrigerant system's pressure.
- Regularly inspect the cable connections and power supply. If you notice any abnormal functioning or smell from electrical components, turn off the system immediately and contact a licensed electrician.

- If you're not planning to use the appliance for an extended period of time, it's recommended to drain the water. Before turning the unit on again, thoroughly check all parts and ensure the system is completely filled with water.
- The service life of the UV is about 3000 hours.

Replacing the Filter

1. Replace the Filter once a month. If using daily, consider replacing the Filter once every 2 weeks.
2. Using the special wrench (included), remove the paper filter by turning the filter bottle clockwise.



3. Replace the Filter with a new one. Be sure to re-order a 5-inch PP water filter.
4. Using the wrench, turn the filter bottle counter-clockwise
5. Cap the bottle to make sure it is fastened.
6. Check for water leakage before the replacement is complete.
7. Clean the Hair Filter regularly or replace it monthly.



Dust Filter

Hair Filter

Draining the Cold Plunge Pro

1. Locate the Drain.

At the bottom of the Ice Plunge Pro, there is a drain located at the lowest point. The position of the Drain may vary depending on the ice plunges design, typically situated near the wheels on one side of the Plunge bottom.

2. Connect a hose or pipe to the Drain connection.

You have the option to let water directly flow out from the drain or connect a water hose or pipe for drainage. If using a hose or pipe, ensure it is correctly attached to the drain, with the other end placed at a suitable drainage location.

3. Open the Drain.



Start draining by turning the Valve clockwise.

Wait until the Ice Plunge Pro is completely empty.

This may take some time depending on the volume of water. You can expedite the drainage process by using a floor drain or other drainage devices near the Drain.

Limited Residential Warranty

THIS LIMITED RESIDENTIAL WARRANTY (THE “WARRANTY”) IS APPLICABLE ONLY TO THE SUN HOME COLD PLUNGE™ AND THE SUN HOME COLD PLUNGE™ PROPRO (THE “PRODUCT”).

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.

THE WARRANTY CAN ALSO BE FOUND ONLINE AT WWW.SUNHOMESAUNAS.COM/WARRANTY AND IN THE DOCUMENTATION WE PROVIDE WITH THE PRODUCT.

WE LIMIT THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY.

SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

OUR RESPONSIBILITY FOR DEFECTIVE GOODS IS LIMITED TO REPLACEMENT OR REFUND AS DESCRIBED BELOW IN THIS WARRANTY STATEMENT.

WHO MAY USE THIS WARRANTY?

FISH & FISCHER, LLC doing business as SUN HOME SAUNAS located at 1804 Garnet Ave, #216, San Diego, CA 92109 (collectively referred to as “**Sun Home**,” “**us**,” “**we**,” or “**our**” as the context may require) extends this limited warranty only to the consumer who originally purchased the product (“**You**” or “**Your**” as the context may require). It does not extend to any subsequent owner or other transferee of the product. This Warranty is limited to customers in the United States and Canada.

WHAT DOES THIS WARRANTY COVER?

This limited warranty covers defects in materials and workmanship of the Product for the Warranty Period as defined below, except the LED Lights and the UV-C bulb. The LED Lights and the UV-C bulb are warranted for ninety (90) days from the date of purchase. This Warranty covers parts, but does not cover labor and/or service technicians.

WHAT DOES THIS WARRANTY NOT COVER?

This limited warranty does not cover any damage due to: (a) transportation; (b) storage; (c) improper use; (d) failure to follow the product instructions or to perform any preventive maintenance, including failure to maintain the Product on a flat, level, hardtop surface with adequate drainage and to keep the exterior free and clear from plants, trees, grasses, soil, and snow deposits; (e) modifications of any type for any reason (including modification to meet local codes); (f) unauthorized repair; (g) normal wear and tear; (h) cleaning, painting, staining or other use of abrasive or improper chemicals; (i) your or a third party’s negligence; (j) animals, including without limitation, termites and other wood-destroying insects or rodents; (k) connections supplied by the installer of the equipment, an electrician or a third party; (l) improper voltage supply; or (m) external causes such as accidents, abuse, or other actions or events beyond our reasonable control, including, but not limited to, acts of God such as lightning, floods, earthquakes, etc.

This Warranty becomes void if the Product has been subject to commercial use. For the purposes of this Warranty, “commercial use” shall mean any use that involves a fee,

rate, charge, or other consideration, any use directly or indirectly in connection with a business, going concern, or undertaking intended for profit or pecuniary gain.

WHAT IS THE PERIOD OF COVERAGE?

This limited warranty starts on the date of your purchase and lasts for one year (the “**Warranty Period**”). The Warranty Period is not extended if we replace the product. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive. Your sales receipt showing the date of purchase of the product is your proof of purchase. Any evidence of alteration, erasing or forgery of proof of purchase documents will be cause to void this Warranty. Products on which the serial number has been defaced or removed are not eligible for warranty service.

WHAT ARE YOUR REMEDIES UNDER THIS WARRANTY?

With respect to any defective product during the Warranty Period, we will, in our sole discretion, either: (a) replace such product (or the defective part) free of charge or (b) refund the purchase price of such product. Freight charges to and from you are your responsibility and are not covered under this Warranty. This includes freight charges for parts shipped to enable the services of the Product.

HOW DO YOU OBTAIN WARRANTY SERVICE?

To obtain warranty service, you must call 1-844-728-6200 or email our Customer Service Department at info@sunhomesaunas.com during the Warranty Period.

LIMITATION OF LIABILITY

THE REMEDIES DESCRIBED ABOVE ARE YOUR SOLE AND EXCLUSIVE REMEDIES AND OUR ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. OUR LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID BY YOU FOR THE DEFECTIVE PRODUCT, NOR SHALL WE UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

WHAT CAN YOU DO IN CASE OF A DISPUTE WITH US?

The following informal dispute resolution procedure is available to you if you believe that we have not performed our obligations under this limited warranty:

DISPUTE RESOLUTION AND BINDING ARBITRATION.

- a. YOU AND SUN HOME ARE AGREEING TO GIVE UP ANY RIGHTS TO LITIGATE CLAIMS IN A COURT OR BEFORE A JURY, OR TO PARTICIPATE IN A CLASS ACTION OR REPRESENTATIVE ACTION WITH RESPECT TO A**

CLAIM. OTHER RIGHTS THAT YOU WOULD HAVE IF YOU WENT TO COURT MAY ALSO BE UNAVAILABLE OR MAY BE LIMITED IN ARBITRATION.


ANY CLAIM, DISPUTE OR CONTROVERSY (WHETHER IN CONTRACT, TORT OR OTHERWISE, WHETHER PRE-EXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, CONSUMER PROTECTION, COMMON LAW, INTENTIONAL TORT, INJUNCTIVE AND EQUITABLE CLAIMS) BETWEEN YOU AND US ARISING FROM OR RELATING IN ANY WAY TO YOUR PURCHASE OF PRODUCTS THROUGH THE SITE, WILL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION.

- b. The arbitration will be administered by the American Arbitration Association ("AAA") in accordance with the Consumer Arbitration Rules (the "AAA Rules") then in effect, except as modified by this . (The AAA Rules are available at adr.org or by calling the AAA at 1-800-778-7879.) The Federal Arbitration Act will govern the interpretation and enforcement of this section.

The arbitrator will have exclusive authority to resolve any dispute relating to arbitrability and/or enforceability of this arbitration provision, including any unconscionability challenge or any other challenge that the arbitration provision or the Agreement is void, voidable or otherwise invalid. The arbitrator will be empowered to grant whatever relief would be available in court under law or in equity. Any award of the arbitrator(s) will be final and binding on each of the parties and may be entered as a judgment in any court of competent jurisdiction.

If you elect to file the arbitration, and this is a consumer-purpose transaction, you will pay the filing fee to the extent required by AAA's Consumer Arbitration Rules but not to exceed the cost of filing a lawsuit. Any amount above what it would cost you to file a lawsuit, we will pay. All other arbitration fees and expenses shall be allocated to us according to AAA rules. Except for the arbitration fees and expenses, each party shall pay its own costs and fees incurred (including attorneys' fees), unless the arbitrator allocates them differently in accordance with applicable law. This paragraph applies only if this is a consumer-purpose transaction.

- c. You may elect to pursue your claim in small-claims court rather than arbitration if you provide us with written notice of your intention do so within 30 days of your purchase. The arbitration or small-claims court proceeding will be limited solely to your individual dispute or controversy.
- c. You agree to an arbitration on an individual basis. In any dispute, **NEITHER YOU NOR SUN HOME WILL BE ENTITLED TO JOIN OR CONSOLIDATE CLAIMS BY OR AGAINST OTHER CUSTOMERS IN COURT OR IN ARBITRATION OR OTHERWISE PARTICIPATE IN ANY CLAIM AS A CLASS REPRESENTATIVE, CLASS MEMBER OR IN A PRIVATE ATTORNEY GENERAL CAPACITY.** The arbitral tribunal may not consolidate more than one



person's claims, and may not otherwise preside over any form of a representative or class proceeding. The arbitral tribunal has no power to consider the enforceability of this class arbitration waiver and any challenge to the class arbitration waiver may only be raised in a court of competent jurisdiction.

If any provision of this arbitration agreement is found unenforceable, the unenforceable provision will be severed and the remaining arbitration terms will be enforced.