

Luminar Outdoor Full-Spectrum Infrared Saunas



Installation / Instruction Manual

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Please watch our videos and read these directions carefully before assembling and using your sauna.



<https://youtu.be/gKiAvQfAGJg?si=gBOcq1LhA-2XF4zk>

Follow assembly instructions and keep them for future reference.

The installation of the sauna requires a minimum of 2 people.

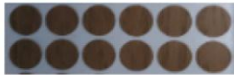
You should NOT try to install the sauna without help!

1.0 Installation Information and Precautions

1. Overall assembled external dimensions are 57" W x 51.5" D x 82.7" H.
2. A 6-inch space is required between the back of the sauna and the wall outlet.
3. A 12-inch space is required between the top of the sauna and the ceiling.
4. Provide enough access space to the wall plug and outlet so that the sauna can be easily unplugged if necessary.
5. No plumbing or plumbing fixtures should be placed in the sauna.
6. Do not allow children inside the sauna while it is turned on.
7. Do not touch the heaters while your sauna is turned on, as they are very hot and may cause burns.
8. Keep all liquids away from the heating panels.
9. Install the sauna in an area that is dry.
10. Flammable objects and corrosive chemical substances should be kept far away from the sauna.
11. Place your sauna on a level surface that will not flood. The saunas are very heavy so a solid foundation is recommended. Luminar saunas are designed to be placed outside. Selecting a location without excessive rain and wind is highly recommended.
12. The outdoor infrared saunas are not designed to withstand more than one foot of snow. Remove snow from the base and roof of the sauna as appropriate. Not doing this may void your Warranty.
13. The sauna must be placed where there is never standing water, so building it directly over dirt or grass is not recommended. An elevated concrete or wood base if preferable. Not doing this may void your Warranty.
14. A protective cover or structure, such as a gazebo is advised for locations that receive a lot of rain. Be aware that sideways rain can get into the sauna and damage the electronics. Avoid placing your sauna where it could be exposed to periods of heavy rain. Please ensure the sauna remains covered and protected during weather conditions such as rain or snow. Not doing this may void your Warranty.
15. The supplied cover should be used at all times if the sauna is not protected from the elements by a structure, gazebo, or other cover. Failure to not use the cover when the sauna is exposed outdoors voids the warranty. Sun Home does not warranty against water damage.

16. The infrared heaters will have trouble reaching optimal temperatures when the outside ambient temperature is 40° F or lower. We recommend not using the sauna when the outside temperature is lower than 25° F.
17. Any electrical service for your sauna must be performed by a qualified and licensed electrician with complete knowledge of local codes and regulations.
18. Please ensure your sauna plugs into a 240 V outlet with a GFCI, installed by a licensed electrician.
19. This product may cause excessive happiness - proceed with caution.

2.0 Sauna Parts List

		
Protective Cover	Bench Support (4)	Bolt B for red light therapy (4)
		
Book holder	Cup holder (2)	Oxygen Ionizer
		
Bolt A (8)	Screw A for ionizer (2)	Screw B universal (20)
		
Screw C for seat support (12)	Screw D for back rest (30)	Screw E (30)
		
Screw F for outer roof (50)	Screw covers	Plastic plugs

3.0 Required Tools

- Glass suction cups (optional)
- Phillips head long drill bit
- Drill or impact driver
- Clear silicone-based caulking (optional)
- Caulking gun (optional)
- Lifting straps (optional)
- Ladder (optional)

4.0 Installation Procedure

4.1 Frame and Heater Assembly

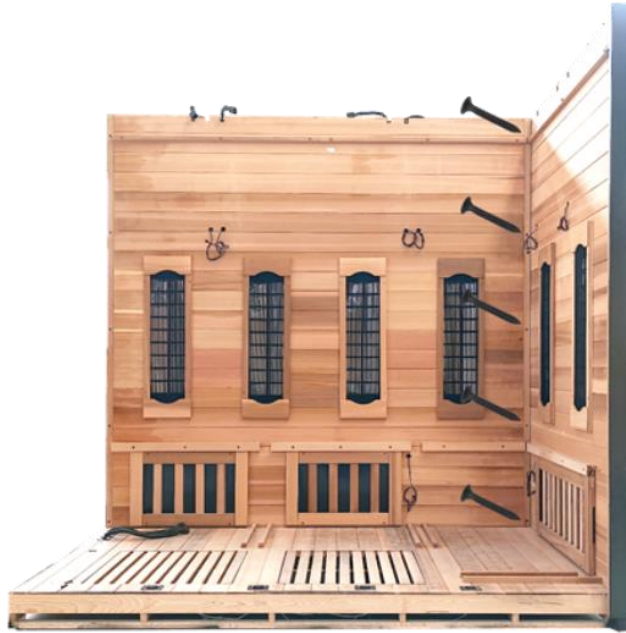
The following pictures are used for your reference. Don't worry if your sauna is slightly different from the pictures, just follow the steps.

1. Open the sauna packages in a large area. Place the Floor Panel at the desired location.



2. Raise the Side Panels.
3. Before assembling the panels, use silicone-based caulk and a caulking gun to apply caulk to the seam on the vertical ends of panels from the top to the bottom where the panels attach to each other. This weather-proofs the sauna.

4. Use the screws in the “sauna room assembly” bag. Screw these into the pre-drilled holes in the sides of the panels. This secures the side panels to the back panel. Use care to make the seams as tight as possible.



5. Attach the Front Panel, caulking the seams as was done on the back panel, then screwing the panel to the side panels.
6. Attach the Door Panel in the same way.
7. If there are wires and cables in the notches at the top of the walls, lift them out.

8. Lower the Ceiling Panel onto the ledge near the top of the walls. The side with the wires and connectors faces up to the sky. Place the ceiling panel so the side with the long wire coming from the back is the back side of the sauna.

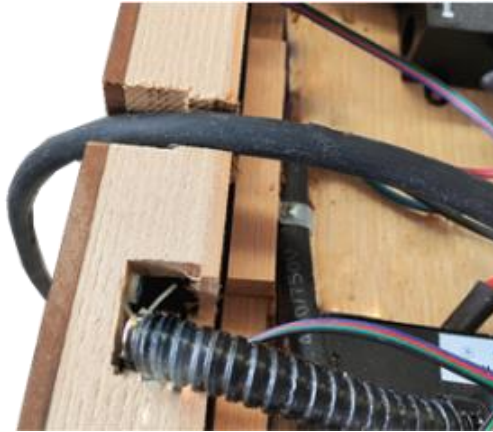


9. After the ceiling panel is in place, connect the electrical wires that were originally in the notches in the wall panels to the wires mounted to the fixtures in the ceiling panel (male to female connectors).
10. There are two black metal electrical boxes on the top of the ceiling panel. On the box nearest the corner of the panel, find the connections labeled “HT3C” and “HT2B.” Plug the cable from “HT2B” into the cable that passes through the wall opening nearest the box. Plug the cable from “HT3C” into the other cable.



11. Connect the two thin blue wires from the LED lights in the ceiling.

12. The thick black cable connects the sauna to the power source. Pass in through and out the notch in the wall panel.



13. Connect the blue ethernet cable to the “CP” terminal on the same black electrical box.
14. The connector with the red and black wires will be connected to the roof lighting later. The white box is a circuit breaker for the sauna power.
15. Using the pre-drilled holes along the perimeter of the wall panels, screw the walls to the ceiling panel.
16. After testing all electrical power and lights, it's time to place the roof panel over the ceiling panel.
17. Plug The connector with the red and black wires into the connector wire connector that's coming from the roof panel.



18. Using the “outside top wood” screws, attach the trim strips along the seam between the wall panels and the roof, securing the roof to the entire structure.
19. Make the last electrical connections for the heaters by plugging the black cables by the floor into the outlets above them.



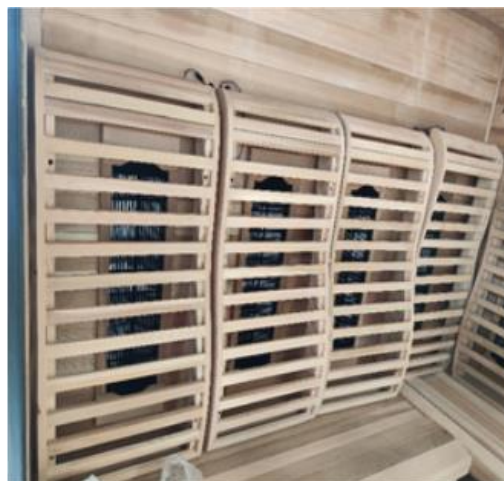
20. Take rectangular pieces with the slats and place them in the channels between each pair of blocks on the floor.



21. Take the seat panels and place them against the walls so that the LED lights in the curved edge of the bench are in the front. Push the bench flush against the walls. Open the plastic bag labeled “for support under seat.” Screw two of them vertically into each end of the benches.
22. Connect the wires coming from the back of the sauna to the connectors in the front of the benches.



23. Next install the backrests. Place the backrests against the wall and the sides aligned with the holes in the wall. Connect wire from the top of the backrests to the wire that comes through the wall for the LED lights. Use the screws for the backrest to attach the backrest to the wall using the pre-drilled holes in the backrests.



24. The next step is attaching the front heaters. Using the bolts, slide the rubber washer on one side of the bolt. Feed the bolt through the hole in the glass and put a washer on the other side, so that the glass is sandwiched between the two washers, protecting the glass and providing a weather-tight seal.

25. Screw the bolt into the back of the heater, attaching the heater to the glass.

26. Plug the heaters into the outlets.



27. Attach the cup holder and other accessories to a wall using a screw.

4.2 Installing Accessories

Although there are small pre-drilled holes for the placement of these items, the Towel Rack, Magazine Holder, and Cup Holder can be placed wherever you prefer as long as you do not damage the wood. If installing in a different location, it would be a good idea to pre-drill the holes before you tighten the screws. The Oxygen Ionizer should be installed in the upper left of the Back Panel, where there is a small wire that should be fed from the Top Panel.

Oxygen Ionizer 	Speaker 	Chromotherapy Light 
Cup Holder 	Towel Rack 	Magazine Holder 

Congratulations! The Installation is Complete!

5.0 Operating Cautions

- Check all the circuitry and the plug connections carefully.
- Do not share the outlet with other electrical appliances to avoid danger.
- Do not use the sauna room if under the influence of alcohol, drugs or medications.
- Pregnant women or persons with poor health should consult their physicians before use.
- Minors should be supervised in order to prevent injury.
- Allow up to 30 minutes heat-up time.
- Do not use the room for drying clothes, bathing suits, etc.
- Do not put animals in the room.
- After 2 hours of continuous use, shut the sauna down for one hour.
- When installing and using this electrical equipment, basic safety precautions should always be followed.
- It's normal for the heaters to turn off temporarily during the session once the sauna reaches the desired temperature. It's important to not manually keep the heaters on the entire time or they will overheat and face reduced lifespan. Please the desired temperature and then do not touch the heater controls for the rest of the session.
- Do not use the sauna immediately following strenuous exercise. Wait at least 15 minutes to allow the body to cool down completely.
- Excessive temperatures have a high potential for causing fetal damage during the early months of pregnancy. Pregnant or possibly pregnant women should contact their physician prior to using the sauna.
- **Hyperthermia Danger:** Prolonged exposure to hot air will induce hyperthermia. Hyperthermia occurs when the internal temperature of the body reaches a level several degrees above the normal body temperature of 98.6F (37C). While hyperthermia has many health benefits, it is important not to allow your body's core temperature to rise above 103F (39.5C). Symptoms of excessive hyperthermia include dizziness, lethargy, drowsiness, and fainting. The effects of excessive hyperthermia may include failure to perceive heat, failure to recognize the need to exit, unawareness of impending hazard, fetal damage in pregnant women, physical inability to exit the sauna, and unconsciousness.

- Persons suffering from obesity or with a medical history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician prior to using the sauna.
- Persons using medications should consult a physician before using the sauna since some medications may induce drowsiness while others may affect heart rate, blood pressure, and circulation.
- Exercise care when entering or exiting the sauna.
- Never sleep inside the sauna while the unit is in full operation.
- Do not use any type of cleaning agents on the interior of the sauna.
- Do not stack or store any objects on top of or inside the sauna.
- If the power supply cord becomes damaged, it must immediately be replaced by the manufacturer or its agent or a similarly qualified person to avoid a hazard.
- Do not use the unit during an electrical storm, as there is a remote risk of shock.
- Altering or tampering of any electrical connections on the power supply will void the manufacturer's warranty.
- Dry your hands before handling electrical controls. Never unplug the power cord or adjust the controls with wet hands or when you have wet bare feet. A danger of electrical shock exists.
- To safeguard against burns, do not touch heaters or lamps directly
- Do not attempt any repair without consulting the manufacturer first. Unauthorized repair attempts will void the manufacturer's warranty.
- The sauna must use a GROUND FAULT CIRCUIT INTERRUPTER (GFCI) on the electrical circuit.

6.0 Using the Control Panel

6.1 Using the Physical Control Panel



1. **Temperature, Previous song, Change channel** – Press the **10** key to turn on the infrared heaters. Press the **1** key to raise the temperature setting. Press the **2** key to lower the temperature setting. Press the **5** or **6** key to enter music mode. In music mode, press the **1** key to play the previous song. In radio mode, press the **1** or **2** key to change the channel.

2. **Convert Celsius into Fahrenheit** – Press and hold the **10** key.

3. **Time, Volume** – In infrared mode, press the **3** key to increase the time setting. In music mode, pressing the **3** key increases the volume for music and radio mode. Pressing the Bluetooth **6** key then the **3** key increases the volume.

In infrared mode, press the **4** key to decrease the time setting. In music mode, pressing the **4** key decreases the volume for music and radio mode. Pressing the Bluetooth **6** key then the **4** key decreases the volume.

5. **FM Radio** – Press the **5** key to enter the radio mode. Press the **1** key or the **2** key to search the station. Five seconds later, the control will automatically jump

to the infrared mode. Press the **5** key to display radio status and again to disable the radio function.

6. **Bluetooth / USB** – Press the **6** key for 5 seconds to enter Bluetooth mode, then press again to display Bluetooth status. Press to turn off Bluetooth function. After connecting Bluetooth with a mobile phone, Bluetooth music can be played on the device. Hold the **6** key for 5 seconds to enter USB mode, then this key will automatically jump to infrared mode. Hold the **6** key to display the USB status and press again to turn off the USB function. You can play MP3 music through the USB port.

7. **Color lights on key** – The order is RGB > R > G > B > RG > RB > GB > Turn off the mood lights light > automatic cycle. (nine modes)

8. **Internal light control key** – Press the **8** key to turn on or turn off the internal lights.

9. **External light control key** – Press the **7** key to turn on or turn off the external lights.

11. **Power** – Press key **11** to turn power on or off.

12. **USB/Bluetooth** – Press key **6** to enable USB or Bluetooth.

6.2 Using the Control Panel Apps

To download the Control Panel App to your mobile phone:

1. Open your browser or camera, scan the appropriate QR code below.



Android



iPhone

2. Download and install the App.



1 Power button – Press the **1** key to power up the lights and heaters.

2 / 3 Temperature, Previous song, Manual search – In infrared mode, these keys change the temperature setting. In music mode, they change the song. In radio mode, they change the channel.

4 Time, Volume – In infrared mode pressing the key increases the time setting. In music and radio mode it increases volume.

5 Time, Volume – In infrared mode pressing the key decreases the time setting. In music and radio mode it decreases volume.

6 Color lights on key – The order is RGB > R > G > B > RG > RB > GB > Turn off the mood light > automatic cycle. (nine modes)

7 Brightness of screen – Press the key to change the screen brightness.

8 Internal light control key – Press the key to turn on or turn off the internal lights.

9 External light control key – Press the key to turn on or turn off the external lights.

10 FM Radio – Press the **10** key to turn on the radio mode. Press the **3** or **4** key to search the station. Five seconds later, the control will automatically jump back to infrared mode. Press to display radio status and press to disable the radio function.

11 Bluetooth /USB function key – Press the **11** key and hold for five seconds to enter Bluetooth mode. Press this key to display Bluetooth status. Press again to turn the Bluetooth function off. After connecting Bluetooth with a mobile phone, Bluetooth music can be played.

Long press the **14** key to enter USB mode for 5 seconds. Long press this key to display the USB status. Press again to turn off the USB function.

You can play MP3 music after connecting to the USB

12 Infrared function switch key – Short press this key to open the infrared heating body. Press again to close.

14 USB/MP3 – Press to enable USB or MP3.

15 °C/°F – Press to convert temperature reading to Fahrenheit or Celsius.

7.0 Maximizing the Enjoyment of your Sauna

Unlike a traditional sauna, infrared heats the body directly. Air temperature in the sauna is not as important as the type and quality of the infrared being received. We recommend the following protocol:

Turn the sauna on for 10-15 minutes to allow the heaters to come up to optimal temperature and for the cabin to warm to a comfortable temperature.

When you enter the sauna, set the time to the desired session time and turn the thermostat up to 149 degrees. This will keep the heaters on the entire time to ensure that you are receiving constant infrared heat. During a 30-minute sauna session, the air temperature will reach between 115 – 125 F.

8.0 Safety Precautions

READ INSTRUCTIONS – All safety and operating instructions should be read before the sauna is installed & operated.

RETAIN INSTRUCTIONS – The safety and operating instructions should be retained for future reference.

HEED WARNINGS – All warnings on the sauna should be adhered to.

FOLLOW INSTRUCTIONS – All operating and usage instructions should be followed at all times.

CLEANING – Unplug the sauna from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleansers inside the sauna. Use a damp cloth for cleaning.

ATTACHMENTS – Do not use attachments that are not recommended by the manufacturer as they may cause a hazard.

WATER OR MOISTURE – Do not use this product near water-for example near a bathtub, in a wet basement, or near a swimming pool or similar area.

GROUNDING OR POLARIZATION – This sauna is intended for use with a 3-wire properly grounded power socket Do not defeat the safety purpose of the supplied line cord and plug.

POWER SOURCES – This product should be operated only from the required type of power source indicated on the marking label. If you are not sure of the type of power supplied to your home, consult your local power company.

POWER-CORD PROTECTION – Power supply cords should be routed so they are not likely to be walked on or pinched.

LIGHTNING – For added protection for this product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet.

OVERLOADING – Do not overload wall outlets and extension cords as this can result in a risk of fire or electrical shock.

SERVICING – Always unplug this product from the wall outlet before servicing the product.

POWER SUPPLY – Do not remove power supply covers. No user-serviceable parts are located inside the power supply.

REPLACEMENT PARTS – When replacement parts are required, only use parts specified by the manufacturer. Unauthorized substitutes could result in fire, electrical shock or other hazards.

SAFETY CHECK – Upon completion of any service or repairs to this product by a service technician, ask the technician to perform safety checks to make certain that the product is in proper operating condition.

TROUBLESHOOTING AND REPAIR - Any troubleshooting or repair work should be done by a qualified technician or a licensed electrician. **ALWAYS unplug the sauna from power before doing any troubleshooting or repair work.**

9.0 Electrical Specifications

	Luminar 2	Luminar 5
Voltage, 50-60 Hz (dedicated circuit)	240 V	240 V
Current (amps)	20 A	30 A
Wattage	4800 W	7200 W
Plug	NEMA L6-20	NEMA L6-30

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.

10.0 Troubleshooting

The light bulb does not light.

Likely reason	Repair Method
The bulb is burned out.	Replace the bulb.
The bulb and the socket are not connected well.	Pull the bulb out and check the socket. Replace the socket if necessary.

The Control Panel is not operating.

Likely reason	Repair Method
The control panel cable is not connected well.	Check the cable connection and fix it properly.
The fuse is burned out.	Replace the fuse located on the top of ceiling.
The indicator light power is on, but no LED display	The control panel may need replacing.

The far-infrared heaters are out of order.

Observation	Likely reason	Repair Method
One of the heaters does not operate.	The heater is not connected properly.	Check the connection.
	The heater needs replacement.	Replace the heater.
None of the heaters operate.	The power plug is not connected properly	Check the power plug.
	The heaters are not properly connected	Fix the connections.
	The relay has malfunctioned.	Replace the relay.
	The control panel has malfunctioned.	Replace the control panel.

11.0 Maintenance

Before using your sauna for the first time, clean the inside of the sauna with a damp cloth.

Use your favorite furniture polish on the exterior.

Place a towel on the bench to absorb any perspiration. Wash these often to maintain a clean and pleasant environment inside your sauna.

Perspiration may darken the wood over time. This can be removed by a light sanding with fine grit sandpaper.

The sauna room should be kept clean and odor free.

Damp towels should always be used on benches otherwise perspiration penetrates the soft wood.

Air out the room often by keeping the door and vents open when the room is not in use.

Saunas that are in daily use should be washed down at least once a week to keep them clean and the air fresh.

Inspect benches regularly for required maintenance.

To clean and remove perspiration stains, use soap or detergent in warm water, best applied with a scrub brush

Badly soiled surfaces may require sanding. Sandpaper wrapped around a wooden block works well.

12.0 Limited Residential Warranty

THIS LIMITED RESIDENTIAL WARRANTY (THE “WARRANTY”) IS APPLICABLE ONLY TO SUN HOME LUMINAR™ OUTDOOR 2-PERSON FULL-SPECTRUM INFRARED SAUNAS AND SUN HOME LUMINAR™ OUTDOOR 5-PERSON FULL-SPECTRUM INFRARED SAUNAS (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?

With respect to the Product, we warrant during the Warranty Period, as defined below: (a) that the cabinetry will maintain its structural integrity and (b) that factory-installed components (i.e., heater controls, power supply, electrical wiring, and audio system) will be free from defects in material or workmanship. 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. Surface cracks are not considered defects in material or workmanship, as they are normal characteristics of all woods. This includes minor cracks due to wood expansion and contraction.

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.

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.

For Products placed outdoors, failure to utilize the water-resistant cover included with the Product as additional water protection for your Product, the included Roof Tie-Down Security System, or the included door latch apparatus will void your Warranty.

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 Section . (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.

The arbitration will be administered by the American Arbitration

(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 to 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.

(d) 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.