



HEALTH MATE

enrich corner

owner's manual

HM-ASE-C3-CD-CL



guidelines and helpful tips

Congratulations on your purchase of your Health Mate® Sauna. We are confident that you will enjoy the many benefits for years to come.

Carefully read this manual before using your Health Mate® Sauna for the first time. We recommend keeping this manual for review and future reference.



health mate®

the leader of infrared wellness since 1979

Welcome to the Health Mate® Family!

As the leading creator of infrared sauna wellness for **over 40 years**, Health Mate® Far Infrared Sauna continues to provide excellent craftsmanship and innovative technology.

We attribute this growth and success entirely to our customer satisfaction, the recognized health benefits, and the quality of our superior craftsmanship. **At Health Mate®, we use only the finest materials combined with state-of-the-art construction and the highest safety standards in the industry.**

Within the family of Health Mate collections, enjoy such features as our patented and lifetime-warrantied TECOLOY® infrared heaters, responsibly and sustainably certified wood, LED color lighting, Bluetooth® compatible audio components, and additional characteristics designed to treat the needs of one's lifestyle and wellness.

We are so happy to have you join us and look forward to sharing in your experience as you revitalize with the difference Health Mate® provides: a difference in benefits, quality, and attitude as we support you along your journey through health and wellness!

Happy healing to you and your new mate,

Your Health Mate® Family

HM® Headquarters, California



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The information contained in this manual is subject to change without notice.



a. installation & maintenance

1) choosing a location

In determining a location for your Health Mate Infrared Sauna, there are two important things to keep in mind: First, the sauna should always be placed on a level surface. Second, the sauna must be placed in a dry area.

The installation requirements for your Health Mate Infrared Sauna are as follows:

1. Your Health Mate cabin is intended to be a self-contained and freestanding unit. It must not be built into to any structure.
2. There should be a minimum of 5-inches / 12,5 cm clearance from the wall on all sides of the unit to allow easy access to the main power cord.

Moisture may cause damages to the interior and exterior of the sauna. Basement, attic, garage, playroom, spare bedroom, new extension and garden chalet are just a few of possible locations for your sauna.

If you prefer an outdoor environment, you must use a cover (see page 26) to protect your sauna. Do not place the sauna on a surface that easily gets wet.

Placing your sauna outside without a Health Mate cover will void your warranty.

2) cleaning & maintenance

1. Before using your Health Mate Infrared Sauna for the first time, clean the inside of the sauna with a damp cloth. When cleaning the exterior, use a natural furniture polish.
2. We recommend turning the sauna on for the maximum time and temperature in order to burn off any factory dust prior to using the sauna for the first time. For maximum heater performance please cycle your Health Mate (turn on to max temperature and run for one hour), 2-3 times.
3. Scratches and stains on the inside of the sauna can be removed by simply using a fine grade sandpaper over the damaged area.
4. A customized Health Mate Sauna Cover is available as an accessory for all models. Use of this protective storage cover will not only preserve the natural beauty of the sauna, but will also help in maintaining years of continuous enjoyment.
5. We recommend applying a heavy furniture polish to the outside of the sauna before putting the (optional) cover on. Use of a polish will create a barrier for better protection.



a. installation & maintenance

3) assembly guide

Assembly of the sauna requires 2-3 adults depending on model to complete. Please read the instructions thoroughly before and during assembly to ensure proper installation of the unit. If you encounter any problems or have questions during the assembly, please feel free to call for Technical Support: (714)739-6600





BOX CONTENTS

CSE-3

A Box: Bottom Panel- Front Panel- Left & Right Side Panel- Bench Heater(2)- Bench(2)-Top Panel B

Box: Left & Right Back Panel - Middle Bench

Accessory Box: CD Face, Owner's Manual, Assembly Manual, Wooden Box Cover (2),

Power Cord, Door Handle

CSE-5

A Box: Front Panel - Left & Right Side Panel - Bench

B Box: Bottommg Panel - Middle Bench -Top Panel

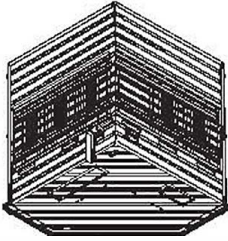
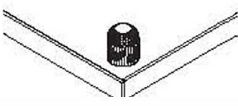
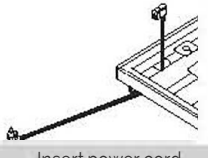

C Box: Left & Right Back Panel - Bench Heater(2) - Bench

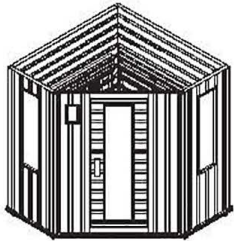
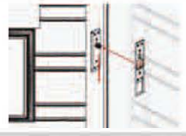

Accessory Box: CD Face, Owner's Manual, Assembly Manual, Wooden Box Cover (2),

Power Cord, Door Handle

SAFETY AND HELPFUL TIPS

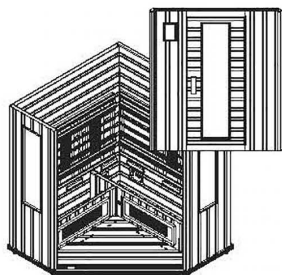
1. Minimum 2 people are required when assembling the infrared cabin.
2. Choosing a location
 - A. Infrared cabin should always be placed on a level surface.
 - B. Infrared cabin must be placed in a dry area.
 - C. Infrared cabin must not be placed outdoor without proper cover.
3. Should be a minimum of 5-inch (12cm) clearance from the wall on all sides of the unit to allow easy access to the main power cord.
4. Before using the infrared cabin, make sure all cables are connected properly.
5. Before using the infrared cabin for the first time, clean the inside of the cabin with damp cloth.

1 Reference Picture	Bottom Panel & Left/ Right Back Panel Required Steps		
	 <p>Installingsauna feet to bottom panel</p>	 <p>Insert power cord through bottom panel</p>	 <p>Fasteningbuckles</p>
<ol style="list-style-type: none"> 1. Install sauna feet to bottom panel first. Place bottom panel in position where the sauna will be assembled. 2. Insert female end of power cord up through the square hole in the left corner of the bottom panel. 3. Place left and right back panel onto bottom panel and buckle up both panels together. 			

2 Reference Picture	Front Panel & Left / Right Side Panel Required Steps		
	 <p>Latching left & right side panel to front panel</p>	 <p>Fasteningbuckles</p>	
<ol style="list-style-type: none"> 1.Latch on left & right side panels to front panel.When handling front panel,hold the door so it doesn't accidentally swing open. 2.Set the completed front panel onto bottom panel.Buckle up front panel to bottom panel. 3.Buckle up completed front panel to back panel. 			

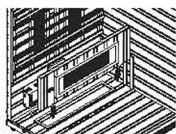
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Reference Picture

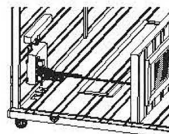


Inserting & Connecting Bench Heater and Bench

Required Steps



Inserting bench heater

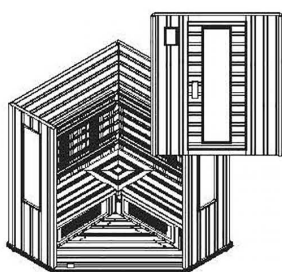


Connecting bench heater cable to power supply box

1. Insert large bench heater panel into the wooden brackets on side panels.
2. Insert small bench heater panel into the wooden brackets on side panels and large bench heater.
3. Connect bench heater cable to any of 4 "Heater" sockets on power supply box.
4. Connect small bench heater cable to sockets on large bench heater.
5. Set the benches on top of large and small bench heater and slide in until butts up against back panel.

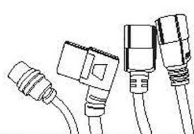
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Reference Picture

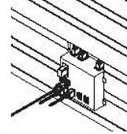


Connecting Cables & Middle Bench

Required Steps



Cables with labels

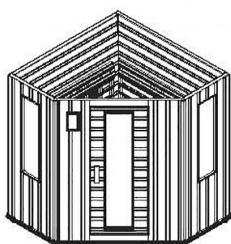


Connecting cables to power supply box

1. Plug the female end of the main power cord into the "Inlet" socket on the power supply.
2. Plug the round metal connector to the "Data" socket on the power supply and rotate the locking ring clockwise to tighten it.
3. Plug the thicker cable coming out of the bottom panel into any of the 4 "Heater" sockets on the power supply.
4. Set the bench panel on top of bench heater panel and slide in until butts up against the back panel.
5. Set the middle bench panel in between 2 regular benches.

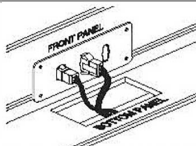
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Reference Picture

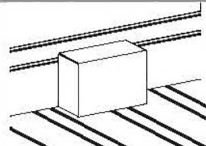


Connecting Data and Heater Cables

Required Steps



Data & Heater Cable Connection



Wooden box cover

1. From the bottom panel, there are 2 cables with different shape connector. Connect both cables to a socket located on bottom for front panel.
2. Put the wooden box cover over the connector with cables plugged in correctly.

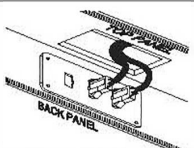
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Reference Picture

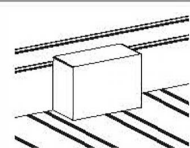


Top Panel & Connecting Data and Heater Cables

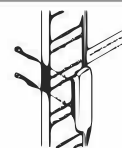
Required Steps



Data & Heater cable connection



Wooden box cover



Installing door handle

1. Set top panel onto sauna. No bucking necessary.
2. From the top panel, there are 2 cables with connector. Connect both cables to a socket located on top part of back panel.
3. Put wooden box cover over the connector with cables plugged in correctly.
4. Install outside door handle to the front panel using 2 screws. Insert wood plugs to the hole after screws.

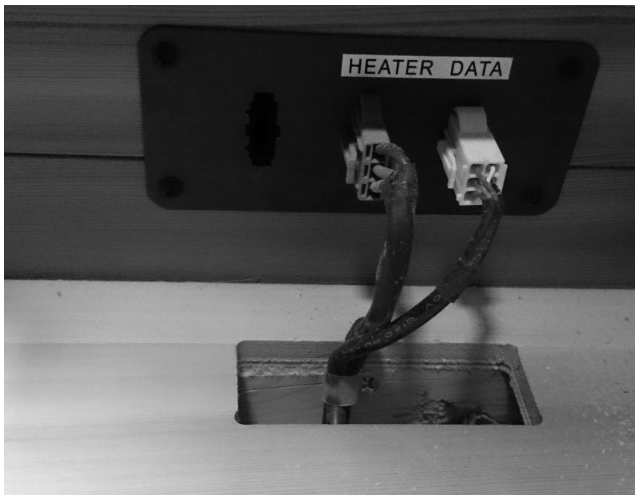
NOW YOUR HEALTHMATE INFRARED SAUNA IS READY TO USE.
PLEASE READ OVER THE OWNER'S MANUAL CAREFULLY



a. installation & maintenance

step 7: connections

1. Inside the sauna, there are two cables that emerge from the square opening in the bottom panel at the front. Plug the connectors from these cables into the "DATA" and "HEATER" sockets at the bottom of the front panel, being careful to match the shape of each plug to the shape of the socket. Examine the shape of the 3-wire heater plug very carefully, noting that one side of the plug has two slightly rounded edges. The "HEATER" socket on the front panel also has one side with two slightly rounded edges.

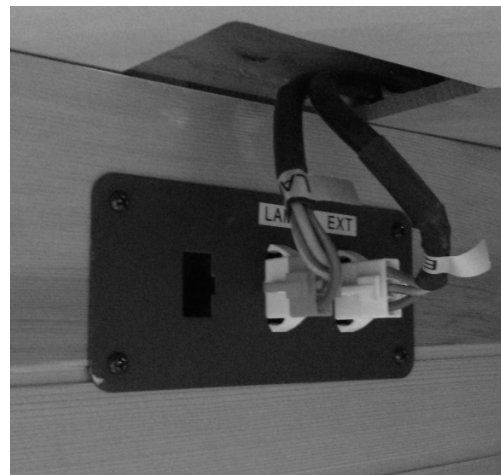


2. Place the magnetic wooden cover over the connection.

Note:

One of the two wooden covers features your sauna's serial number barcode sticker. Use this wooden cover on these front panel connections for ease of access to this information for your registration or after-service needs.

3. There are two cables emerging from the small square opening at the back of the top panel. Plug the "EXT" cable and the "LAMP" cable into the labeled open sockets on the back panel. **It is possible to plug these connections in upside down.** Make sure the shape of the plugs are aligned with the shape of the sockets.



3. Place the second magnetic wooden cover over the connections.

your installation is complete

The installation of your new sauna is now complete! Using a damp cloth, wipe out the sauna to remove any excess sawdust that may have settled on the wall, heaters, or floor.

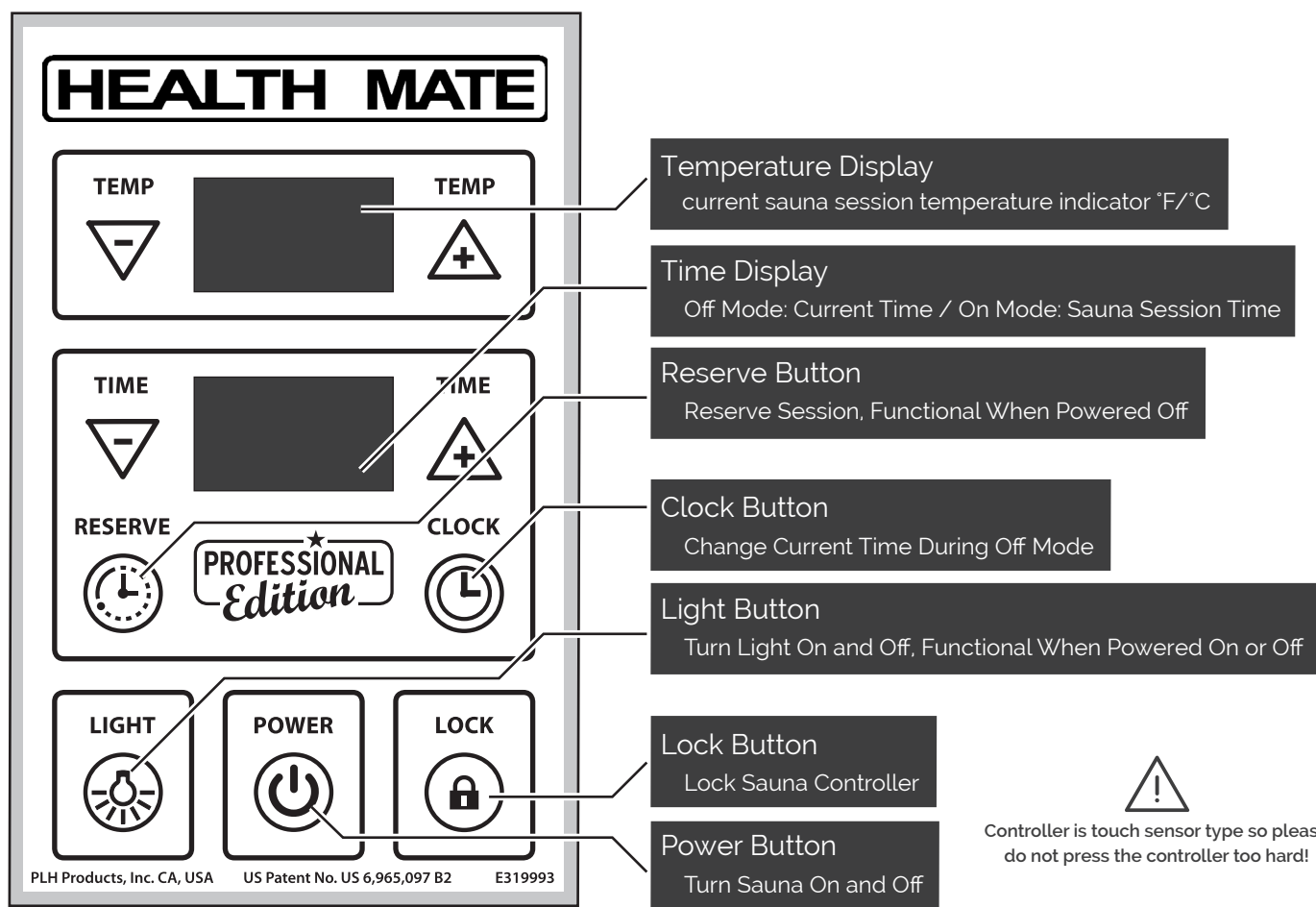


b. getting started

1) preparing for your first infrared sauna home experience

1. Review all health and safety instructions. If in doubt as to the advisability of using your infrared sauna, consult with your physician.

2) digital control panel





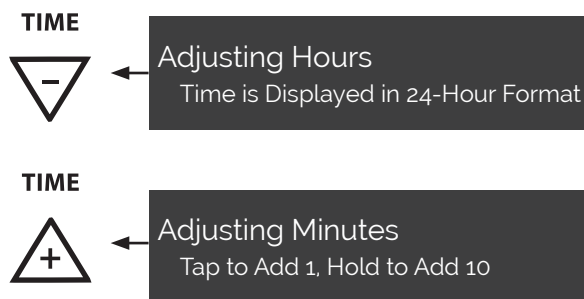
b. getting started

3) powering up

1. Plug in the power cord to the electrical outlet. All lights on the LED Control Panel will flash once.
2. During Off mode, only the Health Mate logo and Current Time will display.
3. We recommend turning the sauna on for the maximum time and temperature in order to burn off any factory dust prior to using the sauna for the first time. For maximum heater performance please cycle your Health Mate (turn on to max temperature and run for one hour), 2-3 times.

4) setting current time

1. While the power is turned Off, the current time will be displayed.
2. During Off mode, double-tap the Clock button until the display flashes.
3. When the clock has been set to the desired time, wait 3 seconds and the clock will be set.



5) starting up your sauna

1. Tap and hold the Power button for approximately 5 seconds to start up your sauna.
2. The temperature display will indicate the current cabin temperature. If the ambient temperature within the cabin is below 90°F/30°C, the display will read "LO".
3. The time display will indicate the sauna session time. When the time button is tapped, it will change the time in five minute increments. Maximum session time is 60 seconds.
4. The Light button will illuminate to indicate that the interior LED panel is turned on. To turn Off, simply tap Light again.

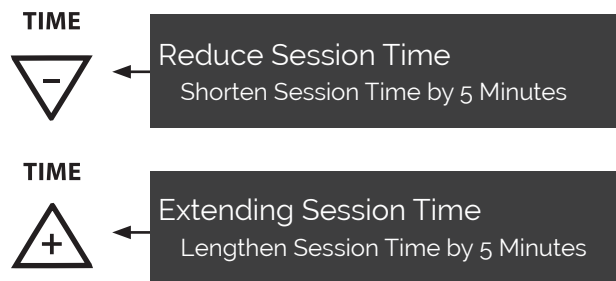


b. getting started

6) setting the sauna session time and temperature

Session Time

1. Tap the Time+ or Time- buttons to adjust the sauna session time.
2. The session time will change in 5 minute increments and can be set between 5 and 60 minutes per session.



Session Temperature

1. Tap the Temp+ or Temp- button to adjust the sauna session temperature.
2. In Fahrenheit mode (°F) the temperature can be adjusted 5 degrees at a time.
Min. Temp: 90°F, Max Temp: 170°F
3. In Celsius mode (°C) the temperature can be adjusted 1 degree at a time.
Min. Temp: 30°C, Max Temp: 75°C



7) change between fahrenheit and celsius

1. Tap and hold the Power button for approximately 5 seconds to start up your sauna.
 2. Tap the Temp- and Temp+ buttons **at the same time** and hold for approx. 5 seconds until the display reads "F-C".
 3. Tap the Temp- and Temp+ buttons **at the same time** to change to the desired mode (°F or °C).
 4. Tap the Temp- and Temp+ buttons **at the same time** and the display will read "OST".
 5. Tap the Temp- and Temp+ buttons **at the same time** and the display will read "S-L".
 6. Tap the Temp- and Temp+ buttons **at the same time** once more and the display will show the current temperature.
- Note:**
If the display shows "S" and the controller is beeping, simply repeat steps 2-5 and tap the Temp- and Temp+ buttons **at the same time** until the display reads "L". Then tap the Temp- and Temp+ buttons one last time.

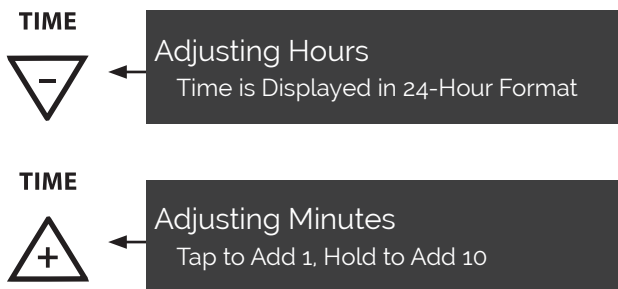


b. getting started

8) schedule a reserve sauna session

1. During Off mode, double-tap the Reserve button until the display flashes.

2. Use the Time+ and Time- to set the time of day for your future sauna session.



3. Once the desired time is chosen, wait approx. 3 seconds and the time will be set automatically.

4. During Off mode, when a sauna session time has been scheduled, the Reserve button will illuminate.

5. To check your scheduled session, tap the Reserve button once. Your reserved time will display for approx. 10 seconds.

6. To cancel your scheduled Reserve session, simply tap the Power button and turn on the sauna.

7. Your scheduled sauna session will begin with a beeping sound that lasts for approx. 5 seconds.

8. Your scheduled sauna session time will automatically set for 30 minutes and the temperature will set to match your previous session temperature. Time and temperature can be changed during your scheduled sauna session.

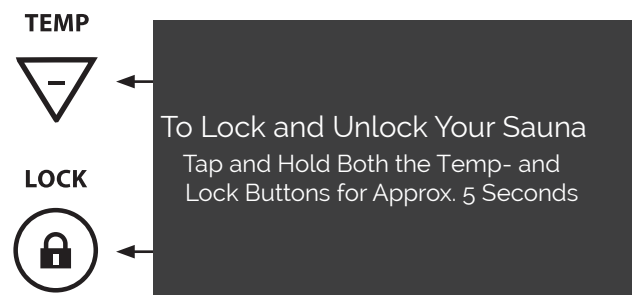
9) locking your sauna's control panel

1. Tap both the Lock and Temp- buttons at the same time and hold for approx. 5 seconds.

2. You will hear a beep and "LOCK" will appear on the upper right corner of the time display.

3. During Lock mode, all buttons will not be responsive in either On or Off modes and the Lock button will illuminate.

4. To release the Lock function, tap both the Lock and Temp- buttons at the same time and hold for approx. 5 seconds.





b. getting started

10) changing your sauna's settings during a session

1. When your sauna is On, the interior light will illuminate automatically. To turn the light Off, tap the Light button.
 2. If you want to adjust the temperature during a session, tap the Temp+ or Temp- buttons.
 3. If you want to adjust the session time, simply tap the Time+ or Time- buttons.
 4. If you want to turn Off the sauna in the middle of a session, tap and hold the Power button until your sauna turns Off.
- When your sauna session is over, "END" will flash on the time display and you will hear 3 beeps. The sauna will turn Off automatically after 5 seconds.
 - Clock Time is not displayed while the sauna is in session. During your session, only the countdown of your session time is visible.
 - The Reserve and Clock buttons are not functional during the sauna session.

11) controlling the multi-color LED light

Touch the Light key at any time to turn the inside light on or off, regardless of whether the sauna is turned on.



multi color led light remote controller operating instructions

1. Press the **On** button **to turn on** your color light. The starting light color is White.
2. Press the **Off** button **to turn off** your color light.
3. When the color light is on, press the **Manual** button to **change the colors** of your color light manually.
4. When the color light is on, press the **Auto** button to **change the colors automatically** in sequence.
5. Press the – or + buttons to **change the brightness** of your color light.
6. Do not place your remote near heating elements.

Color Sequence: White > Red > Yellow > Orange > Green > Cyan > Blue > Purple > Pink

For more information on the color light in your Health Mate, please visit: healthmatesauna.com



b. getting started

12) powering on the exterior light.....

To turn your sauna's exterior LED light On or Off, simply press the manual switch located on the ceiling inside your sauna.

13) powered sound system.....

Please refer to the AM/FM Radio & CD Player's manual for operation instructions.

14) error codes

EO EO: Temperature Sensor Disconnected.

ES ES: Temperature Sensor Short Circuit.

IN CASE OF AN EO OR ES ERROR CODE, PLEASE CONTACT CUSTOMER SERVICE FOR FURTHER ASSISTANCE*

OHT OHT: Inside Sauna Temperature is over the limit (180°F/82°C).

OHR OHR: Inside of Controller is overheated (180°F/82°C).

OHT and OHR error will be resolved automatically. During OHT and OHR error, your sauna will automatically shutdown and go into a cooldown period.

(*) Contact Information for Customer Service

- Toll Free Phone No. in the U.S.A. : _____ (800) 946-6001
- Telephone No. : _____ (714) 739-6600
- Fax No. : _____ (714) 739-6605
- Email : _____ support@healthmatesauna.com

Support ticket recommended



c. helpful tips for enjoying your sauna sessions

Your Health Mate Infrared Sauna is equipped with special infrared heaters. Infrared heat waves reach the body directly without having to heat the intervening air inside the sauna.

With this system, breathing is more comfortable and the atmosphere inside the sauna is more enjoyable than in conventional saunas. Because the infrared heat energy is warming the body directly (and not the air, walls, and fixtures within the sauna), lower temperature settings can be used to achieve results in short sessions starting from 20 to 30 minutes.

1) preparing for your infrared session

1. **Review all health and safety instructions.** If in doubt as to the advisability of using your infrared sauna, consult with your physician.
2. Always **drink plenty of water**, before, during and after a session. Doing so will replenish fluids lost during perspiration.
3. Do not eat anything at least an hour before your sauna session. It is better to **go in the sauna on an empty stomach**. You are more likely to feel uncomfortable sitting in a sauna with a full stomach.
4. **Choosing to take a hot shower or bath prior to the sauna session will further promote perspiration.** However, dry off thoroughly before going into the sauna because excessive water will leave stains and might warp the wood.
6. **Provide at least 2-3 towels.** One towel folded over several times for added cushioning on the bench. Another towel on the floor to absorb extra sweat. And a third towel to wipe off sweat.
7. **Start up your sauna and select the desired session temperature and time** using the control panel (see page 6 and next page).
8. **Allow approximately 15 to 20 minutes for the sauna to warm up** to a comfortable temperature before beginning a session (warm up time is subject to the air temperature and is different for each model).

Base Temperature (110-120 degrees)	Time
Renew Series	15-20 Min
Enrich Series	15-20 Min
Elevated/ Therapy Lounge	15-20 Min

Please Note: Your sauna's maximum temperature setting may not be achieved based on variations in ambient room temperature, air flow, placement of sauna, etc. If you are experiencing unusual warm-up times or if you have recently moved your sauna from one location to another, please call our technical support team for thermostat calibration help.





c. helpful tips for enjoying your sauna sessions

2) setting session time and temperature

Your body will probably need a few weeks to fully adapt to a regular use of your Health Mate sauna.

Here are some average guidelines to set the time and temperature, once you are used to the sessions:

- **Time:**
Noticeable results are usually obtained with sessions of at least 30 minutes. For therapeutic use, sessions of 45 minutes or more is advised.

- **Temperature:**
Depending on your condition and personal preferences, session temperature is usually set between 120°F/50°C and 140°F/60°C. If perspiration does not start after 10 to 15 minutes, this usually indicates that the temperature is set too low to obtain good results.

Always make sure you feel comfortable at all times!

When using your Health Mate sauna for the first time:

- **Do not do more than three sessions a week during the first four weeks.** You can do daily sessions after six weeks, if desired.
- **If you do not feel comfortable or relaxed during a session, lower the temperature** and/or open the door of the cabin.
- **Recommended schedule and settings for starters:**

	TIME	TEMPERATURE
week 1	20 min	120°F/50°C
week 2	23 min	120°F/51°C
week 3	26 min	125°F/52°C
week 4	29 min	125°F/53°C
week 5	32 min	130°F/54°C
week 6	35 min	135°F/55°C



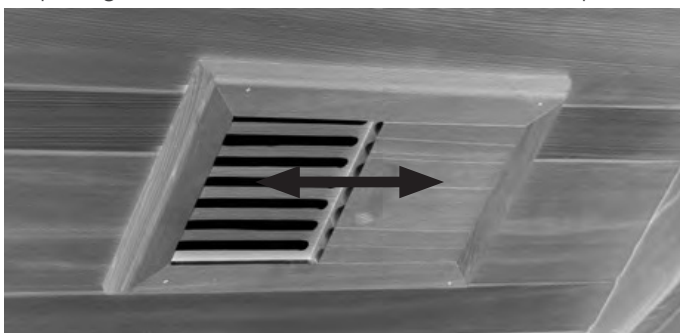
c. helpful tips for enjoying your sauna sessions

3) useful information and tips for during your sauna session

1. **Make sure you have a towel on the floor and on the bench of the sauna to absorb perspiration.**

In order to maintain a clean and pleasant atmosphere inside of your sauna, do not leave damp towels on the bench or floor. Remove them immediately after the session is over.

2. Be sure to **towel off excess** sweat during your session to help the body perspire more freely.
3. When the temperature reaches the level set on the control panel, the heaters will turn off and on periodically in order to maintain the desired temperature level inside of the sauna.
4. The **ceiling vent on the top panel can be opened** at any time **to introduce fresh air** into the sauna. Please note: opening the vent will lower the internal sauna temperature.



5. **If you feel the need for more cooling, simply leave the door open** until the air around you feels comfortable enough.
7. **Do not put any lotions or oils on the body or face** prior to using the sauna. This may block the pores and hinder perspiration.
8. **Essential oils** can help you to find more tranquility during your session. You can use our ceramic aromatherapy cup (optional accessory) to evaporate your favorite oils.
9. **To make the most out of your sauna session, work your muscles while in the sauna.** Stretch your arms, legs etc. to help relieve sore and tense muscles and massage the affected areas while in the sauna. If you wish to achieve a deep heating effect to a specific area, move it closer to a heater.
10. **Relieve your ankles and feet more effectively, you must elevate them while inside the sauna.**
11. **Shaving your face or legs** with a razor while profusely sweating in a sauna yields an incredibly smooth result without the use of gels or foams.
12. Do not forget to **drink plenty of water**, before, during and after sessions to replenish lost fluids through perspiration.
13. After the session is over, **do not immediately jump into the shower.** Since your body was heated up during the session, it will continue to sweat even after the heaters are off. **Sit in the sauna with the door open and let your body cool off.** Once you feel comfortable enough, take a warm (or cool) shower to rinse the perspiration off your body.



d. safety precautions

1) general safety precautions

1. Read Instructions

- Carefully read all safety and operating instructions before operating your sauna.
- Retain these safety and operating instructions for future reference.
- Do not smoke or light any fire inside your sauna.
- To reduce the risk of injury, do not allow small children to use the sauna unless they are closely supervised at all times.
- Do not use the sauna immediately after hard exercise . Wait at least 30 minutes to allow your body to cool down completely.
- Exercise care when entering or leaving the sauna.
- Never sleep inside the sauna while the unit is in full operation.

- Unplug the sauna from the wall outlet before cleaning. Use a damp cloth for cleaning. Do not use liquid cleaners or aerosol cleansers inside the sauna.
- Do not use this product near water , for example near a bathtub, in a wet basement or near a swimming pool.
- Do not use attachments that are not recommended by the manufacturer, as they may cause a hazard.
- The sauna must be placed under an awning or overhang to prevent heavy rain falling directly onto the roof or outdoor cover.
- Do not stack or store any objects on top of or inside the sauna.
- Use precaution when using electronic devices.
- Do not install aftermarket devices.

2) medical and health related precautions

- If you intend to use far infrared therapy for medical reasons, please consult your physician prior to using the sauna.
- Excessive temperatures have a high potential for causing fetal damage during the early months of pregnancy. Pregnant or possibly pregnant women should consult their physician prior to using the sauna.
- The use of alcohol, drugs, or medications prior to or during the sauna session may lead to 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.

- At the first sign of a cold or flu, increasing your sauna sessions may be beneficial in boosting your immune system and decreasing the reproductive rate of the viruses. Consult your physician for the proper treatment and care for this, before you start using your sauna.

7. 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 98.6°F/37°C. While hyperthermia has many health benefits, it is important not to allow your body's core temperature to rise above 103°F/39.4°C. 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.



d. safety precautions

3) power supply related precautions

1. **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.
2. **Your 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.
3. **This product should be operated only from the 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 or electrician.
4. Power supply cords should be routed so they are not likely to be walked on or pinched by items placed upon or against them.
5. **For added protection during a thunder storm,** or when it is left unattended and unused for long periods of time, unplug it from the wall outlet.
6. **Do not overload wall outlets and extension cords** as this can result in a risk of fire or electrical shock.
7. **Always unplug this product from the wall outlet before servicing the product.**
8. **Do not remove power supply covers.** No user-serviceable parts are located inside the power supply.
9. **We strongly recommend the use of a GROUND FAULT CIRCUIT INTERRUPTER (GFCI)** device in any potentially wet locations.

2) warranty precautions

1. **When replacement parts are required, be sure to use replacement parts specified by the manufacturer** or have the same characteristics as the original parts. Unauthorized substitutes may result in fire, electrical shock or other hazards and will void the manufacturer's warranty.
2. If the power supply cord becomes damaged, it must immediately be replaced by the manufacturer or its agent or similarly qualified person to avoid hazard.
3. **Altering or tampering of any electrical connections** on the power supply will void the manufacturer's warranty.
4. **Do not attempt any repair without consulting the manufacturer first.** Unauthorized repair attempts will void manufacturer's warranty.
5. **All natural wood products have variations in the color, the grain, and irregularities such as knots, and fine cracks.**
These characteristics are a part of the natural beauty of the wood, and in no way should be considered defective.
6. Upon completion of any service or repairs to this product by a service technician, ask the service technician to perform safety checks to determine that the product is in proper operating condition.



e. troubleshooting guide

Question	Answer
Control panel is beeping and showing an error message.	<ul style="list-style-type: none">• The temperature sensor inside your control panel housing has been disconnected. Remove control panel (video available) and confirm the two pin connection is securely fastened.
There is no heat coming from my front heaters.	<ul style="list-style-type: none">• First thing you want to do is check the blue Molex connection inside the sauna. It's located on the bottom right of the sauna if you're sitting on the bench. You want to make sure that it is plugged in correctly. You will notice that the 2 outermost prongs on the connection have a rounded edge, while the center prong is a complete square. Be sure to match these plug shapes to the inlet for a proper connection.• Check heater power cable connections.
All other Sound System problems:	<ul style="list-style-type: none">• Unplug the sauna, wait 10 minutes, then plug back in.
What are the electrical requirements for my new sauna?	<ul style="list-style-type: none">• Enrich Corner 220v, 15 Amp
My new sauna is completely dead.	<ul style="list-style-type: none">• Make sure the power cord is plugged into the sauna power supply and the other end is plugged into the wall socket.• Try pressing each of the 2 reset buttons on the sauna power supply.• Unplug the sauna and plug something else, such as a lamp or radio, into the wall socket to verify there is power to that socket. If there is no power, check the house circuit breaker for that line.



e. troubleshooting guide

Question	Answer
The controller display is faint or does not display correctly in some other way.	<ul style="list-style-type: none">Try unplugging the sauna for about 5 minutes, then plug it back in. This should correct any display problems.
The sound system works, but nothing lights up on the controller display. I unplugged the sauna for 5 minutes but it didn't help.	<ul style="list-style-type: none">Check to see that the data cable is plugged in at both ends- the round metal connector plugs into the "DATA" port on the power supply. The white plastic plug connects to the "DATA" socket on the front panel just above the floor.
The sound system doesn't turn on.	<ul style="list-style-type: none">Check to make sure the EXT plug is correctly plugged into the EXT socket on the back wall just below the ceiling. Look at the shape of the plug very carefully to make sure it conforms to the shape of the holes in the socket. There is only one correct way to plug it in, even though it is usually possible to plug it in wrong way.Check to make sure the EXT plug is plugged tightly into the EXT socket on the power supply under the bench.If the problem persists, please contact customer service.
The LED light panel in the ceiling turns on white, but none of the buttons on the remote control work.	<ul style="list-style-type: none">Make sure the thin plastic tab is pulled out from the battery holder.Make sure you are aiming the remote control at the center of the light panel, not at the sauna controller.Replace the battery in the remote control.



e. troubleshooting guide

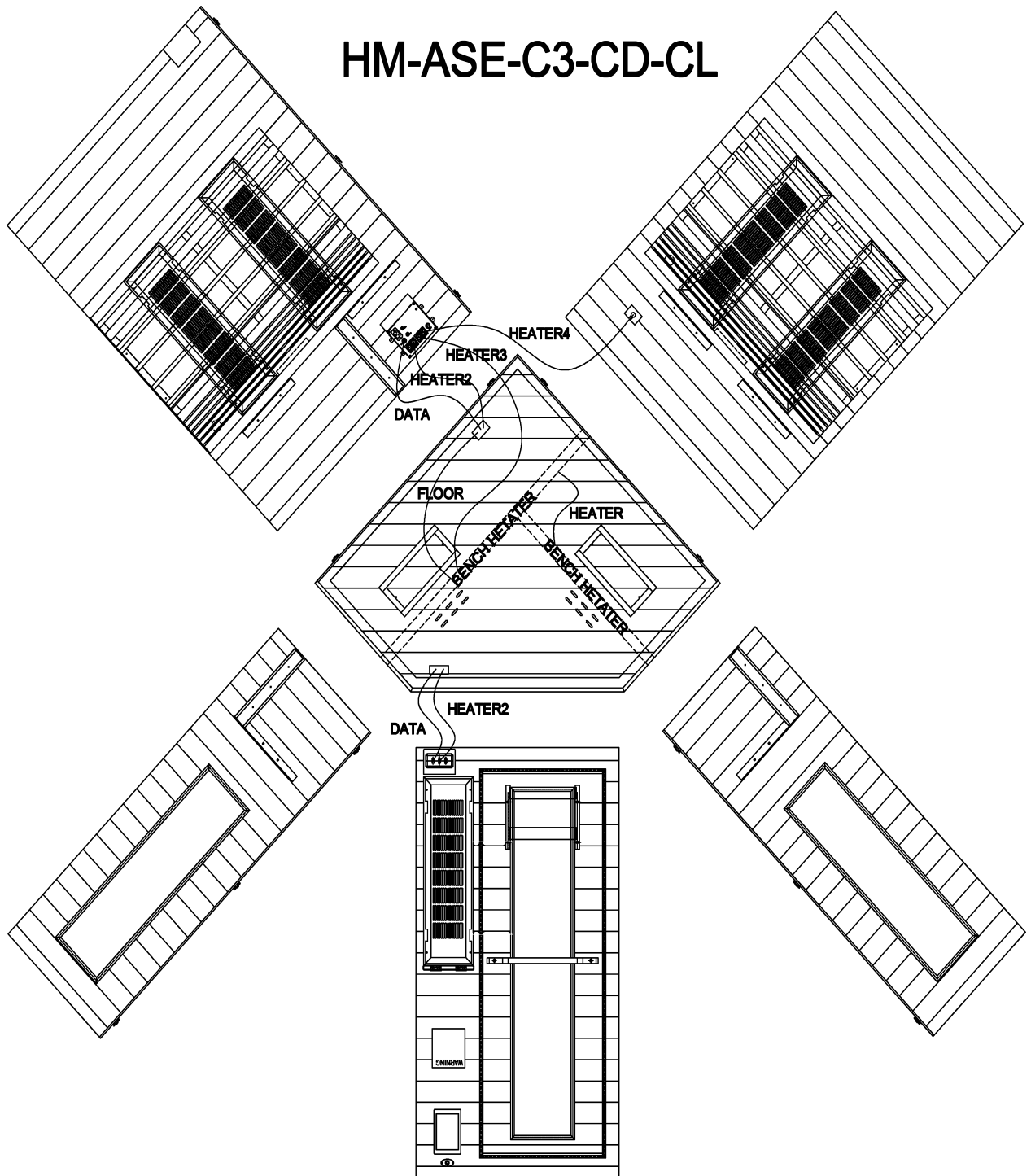
Question	Answer
Wrong A.C. Power cord (female end of power cord does not match the male end of cable on sauna)	<ul style="list-style-type: none">• The power cord and the cable in the sauna floor near the power box do not attach or connect to each other. They both plug into the power supply located below the front heater (under a wooden cover).
House circuit breaker is tripping.	<ul style="list-style-type: none">• Check that the amperage of the breaker corresponds with the amperage rating of your sauna. Make sure that the circuit is not overloaded by having too many appliances on one circuit. Please contact a local electrician.
Where is the serial number on my new sauna?	<ul style="list-style-type: none">• Look for a manufacturer's label next to the DATA and HEATER sockets at the bottom of the front panel.

Troubleshooting tips are also available at healthmatesauna.com/troubleshooting
Please contact the manufacturer with any other questions regarding customer service or troubleshooting.



e. wiring guide

HM-ASE-C3-CD-CL





g. limited warranty

Health Mate Sauna warrants the Health Mate Infrared Saunas to be free of defects in material and workmanship.

Heaters - Tecoloy	Lifetime*
Heaters - Carbon	5 years
Craftsmanship:	5 years
Electrical Components:	5 years
Audio Components:	1 year
Lighting Remote:	1 Year
Commercial Use:	1 Year

Company warrants to the user during the warranty period that the Sauna Cabin will maintain its structural integrity. The factory-installed components (i.e., heater controls, power supply, electrical wiring, and audio system) will be free from defects in material or workmanship. This limited warranty shall not apply to any display model unless expressly agreed by Health Mate in writing at the time of purchase or to any Sauna installed more than six months after the delivery date.

This warranty extends only to the original retail purchaser of the sauna and terminates upon transfer of ownership. It does not extend to commercial or institutional use or installation.

Freight charges to and from the customer are the responsibility of the customer (flat fee). This includes freight charges for parts shipped to enable the services of your sauna.

This warranty is void if the sauna has been subjected to alteration, misuse, abuse, accident, natural disaster or non-factory authorized modification or repair. This warranty is also void if the sauna has been operated or maintained in deviation to the published instructions. The warranty extends only to the manufacturing defects and does not cover any damages resulting from mishandling of the product by the owner. This warranty does not cover any normal wear and tear due to usage. This warranty also does not cover any damages caused by natural weather conditions even when the sauna is covered with the factory authorized outside cover. Broken glass and light bulb, whatever the cause, are not covered by this warranty.

Health Mate Sauna shall not be liable for the loss of use of the sauna or other incidental or consequential damages. Under no circumstances shall Health Mate Sauna or any of its representatives be held liable for injury to any person or damages to and properties. Some states allow limitations on how long specified warranty lasts. Some states do not allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Specifications are subject to change without notice state to state. Specifications are subject to change without notice.



g. limited warranty

The warranty period begins on the date the unit is purchased by the user. This warranty may not be transferred, sold, donated, gifted or assigned to a third party except with the prior written consent of Health Mate Sauna, in its sole and absolute discretion. Absent written consent, only the original purchaser can make claims hereunder. All warranty labor must be performed by Health Mate or its designated representative using authorized Health Mate parts. No agent, dealer, distributor, service company or other party is authorized to change, modify, or extend the terms of this limited warranty in any manner whatsoever. Any warranty so provided shall be solely their separate obligation. As used in 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, and any non-residential use, "residential use" shall mean when purchased for use by a single-family for internal household purposes, and "user" shall mean the original purchaser.

The limited warranty does not cover defects, damage, or failure ("Damage") caused by the delivery service providers or common carrier, the installer, user, or other persons and animals, including without limitation, termites and other wood-destroying insects or rodents. The limited warranty excludes Damage resulting from transportation, careless handling, improper location, storage, or relocation, as well as from cleaning, painting, staining or other use of abrasive or improper chemicals. The limited warranty also excludes Damage arising from user's or a third party's negligence; modification of any type for any reason (including modification to meet local codes); improper installation (including installation not in accordance with instructions and specifications provided with the unit); connections supplied by the installer of the equipment, an electrician or a third party; improper voltage supply; unauthorized electrical modification; misuse; improper use; abuse; incorrect operation, lack of proper routine or preventive maintenance; unauthorized repair by a third-party; normal wear and tear; fire, and acts of God such as lightning, floods, earthquakes, etc. Outdoor-Use Sauna warranties do not include damage arising from a failure (i) to maintain the Sauna on a flat, level, hardtop surface with adequate drainage and (ii) to keep the exterior free and clear from plants, trees, grasses, soil, and snow deposits.



g. limited warranty

For your record, please complete the following information.
You will need to refer to this information when calling customer service:

Date of Purchase: _____

Date of Delivery: _____

Model Number: _____

Serial Number: _____

Dealer Information (Name & Telephone): _____

Where is the serial number on my new sauna? Look for a manufacturer's label next to
the DATA and HEATER sockets at the bottom of the front panel.

Address: 1329 Gateway Drive, Gallatin,
TN 37066

Fax #: 714.739.6605

Toll Free #: 800.946.6001

Email: support@healthmatesauna.com

healthmatesauna.com



HEALTH MATE

800.946.6001 | healthmatesauna.com